

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card, this is Malcolm, how can I help you? Uh, yes, sir. My name Bernard Jackson. ■I, there's been no... ■ Hello? I never did... I, I, I received my, my information and my cards, but I lost them. So I, I'm, I'm, I need all that stuff, um, sent to me so I can- Okay. ... start usin' it. What staffing company do you work for? Um, MAU. What's the last four of your social? 9180. For, for security purposes can you verify your address and date of birth for me? 1916 Williston Road, Aiken, South Carolina, 29803. Um, January 11th, 1962. Thank you. So we got your phone number, 652-7105. Um, I, I got another number now. All right, what's your new number? Okay, it's, um, 508-5122. Okay. And did you wanna add an email or you just wanted them sent physically? Um, I'll add a email. So did you want your card sent digitally, uh, and physically, or you just wanted them physically? Uh, physically. So you didn't want them sent to your email, you just wanna wait for the card to come in the mail? I, I'll wait for it to come in the mail. Okay. So is the 1916 Williston Road, is that an apartment or a home? A home. Okay. Is there a PO box or anything like that? Um, no, it says 1916 Williston Road, Aiken, South Carolina. It's a rural address. All right. I just sent a request for that card to be sent to your home. It will take one to two weeks. Okay. Um... Was there anything else you wanted to add before we end this call? My, my, yeah, my, my insurance. I think, um, I should have insurance and I think it's, um, \$10,000 on myself and my wife. I just wanna make sure. You mean life insurance policy? Uh, yes, sir. Yes, so I do see you have it covered for you and your spouse. Let's see. Says, for you it's \$10,000, I mean, \$20,000. For your spouse it's \$2,500. \$2,500? For your spouse, no, it's \$2,500. Yeah. There's \$20,000 on me? Yes, sir. And is this, \$2,500 on my wife? Yes, ma'am. Oh, shit, I didn't know that. I didn't know that. So it, it, it ain't no kind of way I can get more on my wife? No, sir. Okay. Well, I, I ain't gonna bother then. Okay. All right, um, let me see, what else? That's it. Um, I just, I was having, thinking it was just, um, m- me and my wife had the same amount, but it's all right. Is there, is there anything else I can help you with today, Mr. Jackson? Um, that, that, that'll be all, sir. Well, if there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your day, man. All right, thank you. No problem.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Card, this is Malcolm, how can I help you?

Speaker speaker_2: Uh, yes, sir. My name Bernard Jackson. ■I, there's been no... ■

Speaker speaker_3: Hello?

Speaker speaker_2: I never did... I, I, I received my, my information and my cards, but I lost them. So I, I'm, I'm, I need all that stuff, um, sent to me so I can-

Speaker speaker_3: Okay.

Speaker speaker_2: ... start usin' it.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Um, MAU.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 9180.

Speaker speaker_1: For, for security purposes can you verify your address and date of birth for me?

Speaker speaker_2: 1916 Williston Road, Aiken, South Carolina, 29803. Um, January 11th, 1962.

Speaker speaker_1: Thank you. So we got your phone number, 652-7105.

Speaker speaker_2: Um, I, I got another number now.

Speaker speaker_1: All right, what's your new number?

Speaker speaker_2: Okay, it's, um, 508-5122.

Speaker speaker_1: Okay. And did you wanna add an email or you just wanted them sent physically?

Speaker speaker_2: Um, I'll add a email.

Speaker speaker_1: So did you want your card sent digitally, uh, and physically, or you just wanted them physically?

Speaker speaker_2: Uh, physically.

Speaker speaker_1: So you didn't want them sent to your email, you just wanna wait for the card to come in the mail?

Speaker speaker_2: I, I'll wait for it to come in the mail.

Speaker speaker_1: Okay. So is the 1916 Williston Road, is that an apartment or a home?

Speaker speaker_2: A home.

Speaker speaker_1: Okay. Is there a PO box or anything like that?

Speaker speaker_2: Um, no, it says 1916 Williston Road, Aiken, South Carolina. It's a rural address.

Speaker speaker_1: All right. I just sent a request for that card to be sent to your home. It will take one to two weeks.

Speaker speaker_2: Okay. Um...

Speaker speaker_1: Was there anything else you wanted to add before we end this call?

Speaker speaker_2: My, my, yeah, my, my insurance. I think, um, I should have insurance and I think it's, um, \$10,000 on myself and my wife. I just wanna make sure.

Speaker speaker_1: You mean life insurance policy?

Speaker speaker_2: Uh, yes, sir.

Speaker speaker_1: Yes, so I do see you have it covered for you and your spouse. Let's see. Says, for you it's \$10,000, I mean, \$20,000. For your spouse it's \$2,500.

Speaker speaker_2: \$2,500?

Speaker speaker_1: For your spouse, no, it's \$2,500. Yeah.

Speaker speaker_2: There's \$20,000 on me?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: And is this, \$2,500 on my wife?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Oh, shit, I didn't know that. I didn't know that. So it, it, it ain't no kind of way I can get more on my wife?

Speaker speaker_1: No, sir.

Speaker speaker_2: Okay. Well, I, I ain't gonna bother then.

Speaker speaker_1: Okay.

Speaker speaker_2: All right, um, let me see, what else? That's it. Um, I just, I was having, thinking it was just, um, m- me and my wife had the same amount, but it's all right.

Speaker speaker_1: Is there, is there anything else I can help you with today, Mr. Jackson?

Speaker speaker_2: Um, that, that, that'll be all, sir.

Speaker speaker_1: Well, if there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your day, man.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: No problem.