

## Transcript: Malcolm

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### Full Transcript

This is Common Benefits in the Card. This is Malcolm. How can I help you? Yes, uh, hi, sir. I'm calling because my husband put insurance, um, on me and s- the kids, but I don't- I haven't received the, uh, the cards yet, and I needed the in- information for the card. What staffing company does he work for? Superiors, uh, Skilled Trades. Last four of the Social? 454-75-5317. First name? Rey. R-E-Y. Last name? La- Montoya. For security purposes, can you verify address and date of birth for me? 732 Woodforth Street, San Benito, Texas 78586. And what else? Date of birth? Yes, ma'am. 11-28-1985. Thank you. All right. So which ID card does she need? The one for, uh, for Monica, 'cause I- I have a doctor's appointment and I needed- So there's a- ... the information. So there wouldn't be a separate ID card and you would just n- it would be just his, um, it would be the ID card with his name on it. Okay. So it would mean he'd- he'd need a medical card and a dental card? Yeah. A Senate Care? Medical, uh, medical. Okay. And is- do you have access to the rdmontoya4020icloud.com email? I don't but my husband does. Okay. Do you mind if I put you in a brief hold while I get those cards for you? Yes. Thank you. Are you there, Ms. Montoya? Yes. All right. So I just sent her an email. Okay. All right. Well, was there anything else I could help y'all with today? No, that is it, sir. Thank you so much. It's no problem. Thanks for calling Benefits in the Card. Hope you all have a great rest of your week. You too. Good night. Thank you. Bye.

### Conversation Format

Speaker speaker\_0: This is Common Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Yes, uh, hi, sir. I'm calling because my husband put insurance, um, on me and s- the kids, but I don't- I haven't received the, uh, the cards yet, and I needed the in- information for the card.

Speaker speaker\_0: What staffing company does he work for?

Speaker speaker\_1: Superiors, uh, Skilled Trades.

Speaker speaker\_0: Last four of the Social?

Speaker speaker\_1: 454-75-5317.

Speaker speaker\_0: First name?

Speaker speaker\_1: Rey. R-E-Y.

Speaker speaker\_0: Last name?

Speaker speaker\_1: La- Montoya.

Speaker speaker\_0: For security purposes, can you verify address and date of birth for me?

Speaker speaker\_1: 732 Woodforth Street, San Benito, Texas 78586. And what else? Date of birth?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: 11-28-1985.

Speaker speaker\_0: Thank you. All right. So which ID card does she need?

Speaker speaker\_1: The one for, uh, for Monica, 'cause I- I have a doctor's appointment and I needed-

Speaker speaker\_0: So there's a-

Speaker speaker\_1: ... the information.

Speaker speaker\_0: So there wouldn't be a separate ID card and you would just n- it would be just his, um, it would be the ID card with his name on it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So it would mean he'd- he'd need a medical card and a dental card?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: A Senate Care?

Speaker speaker\_1: Medical, uh, medical.

Speaker speaker\_0: Okay. And is- do you have access to the rdmontoya4020icloud.com email?

Speaker speaker\_1: I don't but my husband does.

Speaker speaker\_0: Okay. Do you mind if I put you in a brief hold while I get those cards for you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. Are you there, Ms. Montoya?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So I just sent her an email.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Well, was there anything else I could help y'all with today?

Speaker speaker\_1: No, that is it, sir. Thank you so much.

Speaker speaker\_0: It's no problem. Thanks for calling Benefits in the Card. Hope you all have a great rest of your week.

Speaker speaker\_1: You too. Good night.

Speaker speaker\_0: Thank you. Bye.