

## **Transcript: Malcolm**

**Nash-5518786949496832-5831733567504384**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... benefits and the card. This is Malcolm. How can I help you? Hi. I wanted to see if you could give me my insurance details if I provide you all with my information. What staffing company do you work for? One more time? What staffing company do you work for? TRC. The last four of your social? 1056. First name? Danielle. D-A-N-I-E-L-L-E. And for security purposes, can you verify your address and date of birth for me? 1270, uh, 1270 North Grant... Is it 1270 on there? 1270 North Grant Avenue, Apartment 303, Columbus, Ohio 43201. If it's not that one, then it's 1759. That's accurate. Okay. Um, you said date of birth? Yep. 040897. Okay, so we got your phone number, 614-812-9913? Correct. And the email is ladyd\_90... ladyd... Com? Yep, that's right. No, hold on. Let me just... You said you need your ID card sent to you? Y-how fast can you send it? I can send it via email and just give me... If I put you on a brief hold, I can get them sent to you. Okay, perfect. Thank... Thank you. No, I have- How you doing, Ms. Knight? Say, hello? I just sent those ID cards to your email. Okay. Give me just a second to make sure it came through. Isn't that crazy? It's MetLife. Let me see. Vision Info Medical. Received. Thank you so much for this. I appreciate it. No problem, Ms. Knight. Was there anything else I could help you with today? That's it. All right. Thanks for calling Benefits and the Card. I hope you have a great weekend. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... benefits and the card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi. I wanted to see if you could give me my insurance details if I provide you all with my information.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: One more time?

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: TRC.

Speaker speaker\_1: The last four of your social?

Speaker speaker\_2: 1056.

Speaker speaker\_1: First name?

Speaker speaker\_2: Danielle. D-A-N-I-E-L-L-E.

Speaker speaker\_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 1270, uh, 1270 North Grant... Is it 1270 on there? 1270 North Grant Avenue, Apartment 303, Columbus, Ohio 43201. If it's not that one, then it's 1759.

Speaker speaker\_1: That's accurate.

Speaker speaker\_2: Okay. Um, you said date of birth?

Speaker speaker\_1: Yep.

Speaker speaker\_2: 040897.

Speaker speaker\_1: Okay, so we got your phone number, 614-812-9913?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email is ladyd\_90...

Speaker speaker\_2: ladyd...

Speaker speaker\_1: Com?

Speaker speaker\_2: Yep, that's right. No, hold on. Let me just...

Speaker speaker\_1: You said you need your ID card sent to you?

Speaker speaker\_2: Y- how fast can you send it?

Speaker speaker\_1: I can send it via email and just give me... If I put you on a brief hold, I can get them sent to you.

Speaker speaker\_2: Okay, perfect.

Speaker speaker\_1: Thank... Thank you.

Speaker speaker\_2: No, I have-

Speaker speaker\_1: How you doing, Ms. Knight?

Speaker speaker\_2: Say, hello?

Speaker speaker\_1: I just sent those ID cards to your email.

Speaker speaker\_2: Okay. Give me just a second to make sure it came through. Isn't that crazy? It's MetLife. Let me see. Vision Info Medical. Received. Thank you so much for this. I appreciate it.

Speaker speaker\_1: No problem, Ms. Knight. Was there anything else I could help you with today?

Speaker speaker\_2: That's it.

Speaker speaker\_1: All right. Thanks for calling Benefits and the Card. I hope you have a great weekend.

Speaker speaker\_2: Bye-bye.