

Transcript: Malcolm

Nash-5570383196504064-6041945519472640

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? Hey, Malcolm. Good morning. Uh, my name is Catherine Patterson. I'm calling because I signed up for, uh, benefits and, um, I went online to the app and everything, and I don't see where I have like the information. Um, like, for a card, am I supposed to get it in the mail or, um- What staffing company do you work for, ma'am? I'm sorry? What staffing company do you work for? Creative Circle. What's the last four of your Social? 4313. One moment. First name? Catherine. For security purposes, can you verify your address and date of birth for me? 7201 Ranch Road, 2222, Apartment 1108, 730. And, uh, you said the birth date, is that correct? Yes, ma'am, your date of birth. Yeah. Yeah, 7/26/76. Excuse... So we gotta get a phone number. 281- 283523851. Yes. And your email is cpatteron5099@gmail.com? Yes. Thank you. All right. So it looks like your coverage just became active on the 30th. It does take... Of December. It does look like it takes... I mean, it does take one to two weeks for your ID cards to get to you, ma'am. Okay. Um, is there any way you can give me the information? Because I have a doctor's appointment coming up and, um, they need the information. Well, if I push every button before I get used to you saying you want them sent to you digitally... Okay, thank you. Thank you.

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: Hey, Malcolm. Good morning. Uh, my name is Catherine Patterson. I'm calling because I signed up for, uh, benefits and, um, I went online to the app and everything, and I don't see where I have like the information. Um, like, for a card, am I supposed to get it in the mail or, um-

Speaker speaker_1: What staffing company do you work for, ma'am?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Creative Circle.

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

Speaker speaker_2: 4313.

Speaker speaker_1: One moment. First name?

Speaker speaker_2: Catherine.

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

Speaker speaker_2: 7201 Ranch Road, 2222, Apartment 1108, 730. And, uh, you said the birth date, is that correct?

Speaker speaker_1: Yes, ma'am, your date of birth.

Speaker speaker_2: Yeah. Yeah, 7/26/76.

Speaker speaker_1: Excuse... So we gotta get a phone number.

Speaker speaker_2: 281-

Speaker speaker_1: 283523851.

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is cpatteron5099@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. All right. So it looks like your coverage just became active on the 30th. It does take... Of December. It does look like it takes... I mean, it does take one to two weeks for your ID cards to get to you, ma'am.

Speaker speaker_2: Okay. Um, is there any way you can give me the information? Because I have a doctor's appointment coming up and, um, they need the information.

Speaker speaker_1: Well, if I push every button before I get used to you saying you want them sent to you digitally...

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Thank you.