

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, Malcolm. Uh, my name is Thomas. I recently became employed through MAU Services and I got my vision card in the mail for my benefits, but I have yet to receive my medical or anything else. And I kind of caught COVID and I was wondering if I could get my health insurance information so that I can get, uh, like this visit on the copay. What's the last four of your social? 5944. Last name? Vogel, V-O-G-E-L. And for security purposes, please verify your address and date of birth for me. Yes, sir. 328 Providence Road, Dallas, Georgia. And you said, what was the other one I had to verify? Phone number? Date of birth. Date of birth. Uh, 12/14/1996. Thank you. So we got your phone number, 470-331-5302. Yes, sir. Can I get e-mail, tommy\_vogel64@yahoo.com? Tommy\_vogel64@yahoo, yep. Okay. So w- so with your medical card, you have to physically, physically call and request it once your coverage becomes active. Otherwise, it's only sent via email. What I can do, I can put in a request for it to be sent physically and I can send it via email as well while you wait on the physical copy. I, I, yeah, I haven't received the email yet. All right. Do you mind if I put you on a brief hold while I get all that information for you? You said what? Do you mind if I put you on a brief hold while I get all that information for you? That's absolutely fine, yes. Thank you. Thank you. No problem. It's been so fucking incoherent until I get on the fucking phone with him. I don't know what's happening. 328 Providence Road, Dallas, Georgia. I'm just sitting here doing nothing. I was gonna leave him. You know that's not why I like him first of all. He's an asshole. I don't know what to do. I've had a bad day. We were on the street and he hit me. And it was just, it was so random. I don't know why he hit me. But yeah, he hit me. And then, you know, we get into like the hardcore argument where I don't know why or whatever. He's just always getting off on me. But I don't think it's that big of a deal. Study with me, girls. These never end. Are you there, Mr. Vogel? Yep. So is 328 Providence Road, is that a home or apartment? It's a house. And you don't have a PO box or anything either? Uh, no. If you need a different address, I, I can. I do send most things to my parents' house. Yeah, she was the one that you were fighting before you adopted. But 328's my house. It's really up to you, Mr. Vogel. I have the 328 Providence address. I was just wanting to make sure there was no PO box or anything. No, that one's fine. Okay. So you can expect those cards in one to two weeks. Mm-hmm. And I sent those other ID cards to your email. Okay, perfect. So I can use them today, right? Yes, sir. Your coverage has been active since the 9th of Jan- or December. Okay, that's perfect. Thank you so much. No problem, Mr. Vogel. Was there anything else we, I can help you with today? Um, no, I believe that was all. All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you feel better and you have a great holiday, man. Thank you. You too. Merry Christmas. Merry Christmas. 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 a Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hey, Malcolm. Uh, my name is Thomas. I recently became employed through MAU Services and I got my vision card in the mail for my benefits, but I have yet to receive my medical or anything else. And I kind of caught COVID and I was wondering if I could get my health insurance information so that I can get, uh, like this visit on the copay.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 5944.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Vogel, V-O-G-E-L.

Speaker speaker\_1: And for security purposes, please verify your address and date of birth for me.

Speaker speaker\_2: Yes, sir. 328 Providence Road, Dallas, Georgia. And you said, what was the other one I had to verify? Phone number?

Speaker speaker\_1: Date of birth.

Speaker speaker\_2: Date of birth. Uh, 12/14/1996.

Speaker speaker\_1: Thank you. So we got your phone number, 470-331-5302.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Can I get e-mail, tommy\_vogel64@yahoo.com?

Speaker speaker\_2: Tommy\_vogel64@yahoo, yep.

Speaker speaker\_1: Okay. So w- so with your medical card, you have to physically, physically call and request it once your coverage becomes active. Otherwise, it's only sent via email. What I can do, I can put in a request for it to be sent physically and I can send it via email as well while you wait on the physical copy.

Speaker speaker\_2: I, I, yeah, I haven't received the email yet.

Speaker speaker\_1: All right. Do you mind if I put you on a brief hold while I get all that information for you?

Speaker speaker\_2: You said what?

Speaker speaker\_1: Do you mind if I put you on a brief hold while I get all that information for you?

Speaker speaker\_2: That's absolutely fine, yes. Thank you.

Speaker speaker\_1: Thank you. No problem.

Speaker speaker\_3: It's been so fucking incoherent until I get on the fucking phone with him. I don't know what's happening. 328 Providence Road, Dallas, Georgia. I'm just sitting here doing nothing. I was gonna leave him. You know that's not why I like him first of all. He's an asshole. I don't know what to do. I've had a bad day. We were on the street and he hit me. And it was just, it was so random. I don't know why he hit me. But yeah, he hit me. And then, you know, we get into like the hardcore argument where I don't know why or whatever. He's just always getting off on me. But I don't think it's that big of a deal. Study with me, girls. These never end.

Speaker speaker\_1: Are you there, Mr. Vogel?

Speaker speaker\_2: Yep.

Speaker speaker\_1: So is 328 Providence Road, is that a home or apartment?

Speaker speaker\_2: It's a house.

Speaker speaker\_1: And you don't have a PO box or anything either?

Speaker speaker\_2: Uh, no. If you need a different address, I, I can. I do send most things to my parents' house.

Speaker speaker\_3: Yeah, she was the one that you were fighting before you adopted.

Speaker speaker\_2: But 328's my house.

Speaker speaker\_1: It's really up to you, Mr. Vogel. I have the 328 Providence address. I was just wanting to make sure there was no PO box or anything.

Speaker speaker\_2: No, that one's fine.

Speaker speaker\_1: Okay. So you can expect those cards in one to two weeks.

Speaker speaker\_2: Mm-hmm.

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

Speaker speaker\_2: Okay, perfect. So I can use them today, right?

Speaker speaker\_1: Yes, sir. Your coverage has been active since the 9th of Jan- or December.

Speaker speaker\_2: Okay, that's perfect. Thank you so much.

Speaker speaker\_1: No problem, Mr. Vogel. Was there anything else we, I can help you with today?

Speaker speaker\_2: Um, no, I believe that was all.

Speaker speaker\_1: All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you feel better and you have a great holiday, man.

Speaker speaker\_2: Thank you. You too. Merry Christmas.

Speaker speaker\_1: Merry Christmas. Thank you.