

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? So I am Ozilian Rolix. But, uh, I was working for Surge, but actually I am employee in the Hitachi. I see the new card in my box. Can you explain me that, please? All I understood was that you were an employee. Are you, uh, an employee with Surge or are you still... are you no longer are? Uh, f-... no lo-... uh, actually I'm employed for Hitachi. So- I'm sorry, you said you're working with Surge right now? Yeah, I'm still working with Hitachi. All right. What's the last four of your social? The what? What's the last four of your social? Uh, one sec, please. Uh, 51-26. Say that one more time, sir. 51-26. First name. Uh, Rolix. Say it one more time, Rolex? Rolix. R-O-L-I-X. Last name? Ozilien. O-Z-E-L-I-E-N. Okay. For security purposes, can you verify your address and date of birth for me? Address? And date of birth. Yes, sir. Oh, okay. Date of birth. Oh. Uh... Uh... October 28th, 19, uh, 92. Can you do your, me your address? Oh. One second. 205 George Street, Findlay, Ohio. Okay. All right. So it doesn't show... it looks like your coverage ended on 4/20. 200, my address is, uh, 205 George Street, Findlay, Ohio. I ha- I heard you, sir. So your, uh, your coverage ended on 4/20. Sorry, what, man? Your coverage ended on 4/20. Yes, sir. Yeah. So thank you. All right. Is there anything else I can help you with today, sir? So, 'cause I was working for Surge. Actually, I'm working for Hitachi. I wanna know exactly, uh, if, uh, Hitachi will send me this card or Surge. That is a question you want to ask yours, your staffing company directly. I wouldn't be able to answer that question. Ah, okay. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: So I am Ozilian Rolix. But, uh, I was working for Surge, but actually I am employee in the Hitachi. I see the new card in my box. Can you explain me that, please?

Speaker speaker_0: All I understood was that you were an employee. Are you, uh, an employee with Surge or are you still... are you no longer are?

Speaker speaker_1: Uh, f-... no lo-... uh, actually I'm employed for Hitachi. So-

Speaker speaker_0: I'm sorry, you said you're working with Surge right now?

Speaker speaker_1: Yeah, I'm still working with Hitachi.

Speaker speaker_0: All right. What's the last four of your social?

Speaker speaker_1: The what?

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: Uh, one sec, please. Uh, 51-26.

Speaker speaker_0: Say that one more time, sir.

Speaker speaker_1: 51-26.

Speaker speaker_0: First name.

Speaker speaker_1: Uh, Rolix.

Speaker speaker_0: Say it one more time, Rolex?

Speaker speaker_1: Rolix. R-O-L-I-X.

Speaker speaker_0: Last name?

Speaker speaker_1: Ozilien. O-Z-E-L-I-E-N.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Address?

Speaker speaker_0: And date of birth. Yes, sir.

Speaker speaker_1: Oh, okay. Date of birth. Oh. Uh... Uh... October 28th, 19, uh, 92.

Speaker speaker_0: Can you do your, me your address?

Speaker speaker_1: Oh. One second. 205 George Street, Findlay, Ohio.

Speaker speaker_0: Okay. All right. So it doesn't show... it looks like your coverage ended on 4/20.

Speaker speaker_1: 200, my address is, uh, 205 George Street, Findlay, Ohio.

Speaker speaker_0: I ha- I heard you, sir. So your, uh, your coverage ended on 4/20.

Speaker speaker_1: Sorry, what, man?

Speaker speaker_0: Your coverage ended on 4/20. Yes, sir.

Speaker speaker_1: Yeah. So thank you.

Speaker speaker_0: All right. Is there anything else I can help you with today, sir?

Speaker speaker_1: So, 'cause I was working for Surge. Actually, I'm working for Hitachi. I wanna know exactly, uh, if, uh, Hitachi will send me this card or Surge.

Speaker speaker_0: That is a question you want to ask yours, your staffing company directly.
I wouldn't be able to answer that question.

Speaker speaker_1: Ah, okay. Thank you.