

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits and the Card. This is Malcolm, how can I help you? Hi, I was wondering if you could send me, uh, I, 'cause I haven't received my card yet. I was wondering if you could send me like a picture or an email. Email me a picture- Yes. ... um... Which type of company do you work for? Uh, it was, uh, Lingo, Center Lingo. What's the last four of your Social? 4045. Is it 4045? Yes. First name? Eric. Last name? Arroyo. All right. For security purposes, can you verify your address and date of birth for me? Yeah. Uh, 1705 Darjeeling Drive, uh, Pflugerville, Texas 78660 and October 7th, 1997. Thank you. So we got your phone number as 737-294-9541? Yep. And the email is augustjeanrony977@gmail.com? Um, yeah. Could you repeat that? Sorry. It's A-U-G-U-S-T-E J-E-A-N R-O-N-Y 977@gmail.com. No, no that's not the right email. Then what's a good email for you? Um, yeah, it's, uh, Arroyo is my last name, A-R-R-O-Y-O-E as in echo, or my first name, so Arroyoe14- Mm-hmm. ...

@gmail.com. All right. So has that other email ever been your email? Is that, the one- No, that's not my email. Yeah, the other one's not my email. And you've never had that email? No, no, no. Okay. Yes, I just got that updated for you. All right, so I do want to let you know, your coverage just became active as of today. It does take time for your ID cards to, to, um, to be made. Mm-hmm. Right. Typically it takes 24-48 hours. Mm-hmm. So I wouldn't be able to send you any digital cards until around Thursday or Friday if you wanted a digital copy. But I can put in a request for the physical copies to be sent, which would take one to two weeks. Okay. So if, if... Okay. If I were to... 'Cause I'm currently getting glasses right now. Mm-hmm. Um, will they cover my glasses? So I wouldn't be able to tell you what is covered 'cause we're not the carrier. Your carrier is MetLife, but you do have active coverage so you are able to use your coverage. At any moment I can see if that, I can get a group number for you. You mind if I put you on a brief hold? Yeah, that's fine. All right, thank you. Thank you very much. Have a good one. All right, welcome back. I'm just going to... Hello? All right, welcome back. I'm just going to... Hello? I'm just going to verify your address, real quick. Okay. Your address is 1705 Pflugerville, P-L-U-G-E-R-V-I-L-L-E. Okay. Can you spell that for me one more time?

Pflugerville. All right. And then your city? Yeah. My city is, my city is Pflugerville. And then your zip code, sir? Yeah. My zip code is 90703. All right. And then your state? Your state is... My state is California. Okay. And then your zip code again, sir? Yeah. My zip code is 90505. Okay. And then your county, sir? Yeah. My county is Santa Clara County. Okay. And then your city again, sir? Yeah. My city is, my city is Pflugerville. All right. And then your street, sir? Yeah. My street is, my street is 1102 Pflugerville. And then your house number, sir? Yeah. My house number is 1010. Okay. And then your lot number, sir? Yeah. My lot number is 1001. Okay. And then your postal code, sir? Yeah. My postal code is 90703. All right. And then your zip code again, please? Yeah. My zip code is 90703. Okay. And then your state? Your state is California. Yeah. My state is California. Okay. And then your zip code again, sir? Yeah. My zip

code is 90505. Okay. And then your county? Yeah. My county is Santa Clara County. Okay. And then your city? Yeah. My city is, my city is Pflugerville. All right. And then your street? Yeah. My street is, my street is 1102 Pflugerville. And then your house number, sir? Yeah. My house number is 1010. Okay. And then your lot number, sir? Yeah. My lot number is 1001. Okay. And then your postal code, sir? Yeah. My postal code is 90703. All right. And then your zip code again, please? Yeah. My zip code is 90703. Thank you. All right. Y- was there anything else I can help you with, Mr. Eric? No, that's, that was all. Thank you very much. You're a lot of help. No problem, Mr. Eric. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. All right, you as well. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits and the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, I was wondering if you could send me, uh, I, 'cause I haven't received my card yet. I was wondering if you could send me like a picture or an email. Email me a picture-

Speaker speaker_0: Yes.

Speaker speaker_1: ... um...

Speaker speaker_0: Which type of company do you work for?

Speaker speaker_1: Uh, it was, uh, Lingo, Center Lingo.

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

Speaker speaker_1: 4045.

Speaker speaker_0: Is it 4045?

Speaker speaker_1: Yes.

Speaker speaker_0: First name?

Speaker speaker_1: Eric.

Speaker speaker_0: Last name?

Speaker speaker_1: Arroyo.

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

Speaker speaker_1: Yeah. Uh, 1705 Darjeeling Drive, uh, Pflugerville, Texas 78660 and October 7th, 1997.

Speaker speaker_0: Thank you. So we got your phone number as 737-294-9541?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email is augustjeanrony977@gmail.com?

Speaker speaker_1: Um, yeah. Could you repeat that? Sorry.

Speaker speaker_0: It's A-U-G-U-S-T-E J-E-A-N R-O-N-Y 977@gmail.com.

Speaker speaker_1: No, no that's not the right email.

Speaker speaker_0: Then what's a good email for you?

Speaker speaker_1: Um, yeah, it's, uh, Arroyo is my last name, A-R-R-O-Y-O-E as in echo, or my first name, so Arroyoe14-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... @gmail.com.

Speaker speaker_0: All right. So has that other email ever been your email? Is that, the one-

Speaker speaker_1: No, that's not my email. Yeah, the other one's not my email.

Speaker speaker_0: And you've never had that email?

Speaker speaker_1: No, no, no.

Speaker speaker_0: Okay. Yes, I just got that updated for you. All right, so I do want to let you know, your coverage just became active as of today. It does take time for your ID cards to, to, um, to be made.

Speaker speaker_1: Mm-hmm. Right.

Speaker speaker_0: Typically it takes 24-48 hours.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So I wouldn't be able to send you any digital cards until around Thursday or Friday if you wanted a digital copy. But I can put in a request for the physical copies to be sent, which would take one to two weeks.

Speaker speaker_1: Okay. So if, if... Okay. If I were to... 'Cause I'm currently getting glasses right now.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, will they cover my glasses?

Speaker speaker_0: So I wouldn't be able to tell you what is covered 'cause we're not the carrier. Your carrier is MetLife, but you do have active coverage so you are able to use your coverage. At any moment I can see if that, I can get a group number for you. You mind if I put you on a brief hold?

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: All right, thank you.

Speaker speaker_1: Thank you very much. Have a good one.

Speaker speaker_0: All right, welcome back. I'm just going to...

Speaker speaker_2: Hello?

Speaker speaker_0: All right, welcome back. I'm just going to...

Speaker speaker_2: Hello?

Speaker speaker_0: I'm just going to verify your address, real quick.

Speaker speaker_2: Okay.

Speaker speaker_0: Your address is 1705 Pflugerville, P-L-U-G-E-R-V-I-L-L-E.

Speaker speaker_2: Okay.

Speaker speaker_0: Can you spell that for me one more time?

Speaker speaker_2: Pflugerville.

Speaker speaker_0: All right. And then your city?

Speaker speaker_2: Yeah. My city is, my city is Pflugerville.

Speaker speaker_0: And then your zip code, sir?

Speaker speaker_2: Yeah. My zip code is 90703.

Speaker speaker_0: All right. And then your state? Your state is...

Speaker speaker_2: My state is California.

Speaker speaker_0: Okay. And then your zip code again, sir?

Speaker speaker_2: Yeah. My zip code is 90505.

Speaker speaker_0: Okay. And then your county, sir?

Speaker speaker_2: Yeah. My county is Santa Clara County.

Speaker speaker_0: Okay. And then your city again, sir?

Speaker speaker_2: Yeah. My city is, my city is Pflugerville.

Speaker speaker_0: All right. And then your street, sir?

Speaker speaker_2: Yeah. My street is, my street is 1102 Pflugerville.

Speaker speaker_0: And then your house number, sir?

Speaker speaker_2: Yeah. My house number is 1010.

Speaker speaker_0: Okay. And then your lot number, sir?

Speaker speaker_2: Yeah. My lot number is 1001.

Speaker speaker_0: Okay. And then your postal code, sir?

Speaker speaker_2: Yeah. My postal code is 90703.

Speaker speaker_0: All right. And then your zip code again, please?

Speaker speaker_2: Yeah. My zip code is 90703.

Speaker speaker_0: Okay. And then your state? Your state is California.

Speaker speaker_2: Yeah. My state is California.

Speaker speaker_0: Okay. And then your zip code again, sir?

Speaker speaker_2: Yeah. My zip code is 90505.

Speaker speaker_0: Okay. And then your county?

Speaker speaker_2: Yeah. My county is Santa Clara County.

Speaker speaker_0: Okay. And then your city?

Speaker speaker_2: Yeah. My city is, my city is Pflugerville.

Speaker speaker_0: All right. And then your street?

Speaker speaker_2: Yeah. My street is, my street is 1102 Pflugerville.

Speaker speaker_0: And then your house number, sir?

Speaker speaker_2: Yeah. My house number is 1010.

Speaker speaker_0: Okay. And then your lot number, sir?

Speaker speaker_2: Yeah. My lot number is 1001.

Speaker speaker_0: Okay. And then your postal code, sir?

Speaker speaker_2: Yeah. My postal code is 90703.

Speaker speaker_0: All right. And then your zip code again, please?

Speaker speaker_2: Yeah. My zip code is 90703. Thank you.

Speaker speaker_0: All right. Y- was there anything else I can help you with, Mr. Eric?

Speaker speaker_2: No, that's, that was all. Thank you very much. You're a lot of help.

Speaker speaker_0: No problem, Mr. Eric. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_2: All right, you as well. Bye-bye.

Speaker speaker_0: Thank you. Bye.