

## **Transcript: Malcolm**

**Nash-5642325352038400-4558918777880576**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is . How can I help you? Hi. Um, I was wondering, um, on my Benefits of, in a Card, um, is there like a policy number associated with this, or something? What staffing company do you work for, sir? Which one actually is used... Say that again? What staffing company do you work for? Uh, Oxford Global Resources. What's the last four of your social? 7244. First name? Rhett. R-H-E-T-T. Say that one more time. Rhett. R-H-E-T-T. For security purposes, can you verify your address and date of birth for me? Um, 99 New Broadway, Apartment 413, Rensselaer, New York, 12144, March 7th, 1992. You say Apartment 413? Yep. Okay. So, yeah, your phone number is 622-4876? Yep. And the email is rhettstuss1m@yahoo.com? Yes, sir. Yeah. So which ID cards did you need? Um, is there like a, something with like a policy number on there? 'Cause I, I went to like, um... I use like the, the doctor service. And, um, I went to go pick up a prescription, and like, I didn't get like a discount or anything, 'cause like there was no insurance on it. So you need your medical card with a policy number? Yeah, like something like... Is there, like, is there something like a policy number that I might be able to check? So the medical card, so once the medical card is sent to your email, unless you call in, it's a physical card. So did you want me to print or call in a physical one to be sent to you? Oh, yeah. Well, can you do both? Can you like send me a physical one and then, um, email me one as well? Mm-hmm. Yeah, 'cause that'd be perfect. I can have one of my free colleagues go out and get that for you. Yeah, that's fine. Thank you. Yep. Hey there. Mr. Rhett? Yeah. I just sent those ID cards through the mail. Yeah. Come in. And I sent them in the mail. Take one to two weeks to get to you in the mail. And you should already have them in your email. All right, cool. Thank you. No problem, Mr. Rhett. No problem. Was there anything else I can help you with today? Um, I think that's, that's it. Yeah. Thanks, man. No problem. Thanks for calling Benefits in a Card. Hope you have a great rest of your day, man. You too. All right, bye. Thank you. Bye.

### **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 . How can I help you?

Speaker speaker\_2: Hi. Um, I was wondering, um, on my Benefits of, in a Card, um, is there like a policy number associated with this, or something?

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

Speaker speaker\_2: Which one actually is used... Say that again?

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

Speaker speaker\_2: Uh, Oxford Global Resources.

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

Speaker speaker\_2: 7244.

Speaker speaker\_1: First name?

Speaker speaker\_2: Rhett. R-H-E-T-T.

Speaker speaker\_1: Say that one more time.

Speaker speaker\_2: Rhett. R-H-E-T-T.

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

Speaker speaker\_2: Um, 99 New Broadway, Apartment 413, Rensselaer, New York, 12144, March 7th, 1992.

Speaker speaker\_1: You say Apartment 413?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. So, yeah, your phone number is 622-4876?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And the email is rhettstuss1m@yahoo.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Yeah. So which ID cards did you need?

Speaker speaker\_2: Um, is there like a, something with like a policy number on there? 'Cause I, I went to like, um... I use like the, the doctor service. And, um, I went to go pick up a prescription, and like, I didn't get like a discount or anything, 'cause like there was no insurance on it.

Speaker speaker\_1: So you need your medical card with a policy number?

Speaker speaker\_2: Yeah, like something like... Is there, like, is there something like a policy number that I might be able to check?

Speaker speaker\_1: So the medical card, so once the medical card is sent to your email, unless you call in, it's a physical card. So did you want me to print or call in a physical one to be sent to you?

Speaker speaker\_2: Oh, yeah. Well, can you do both? Can you like send me a physical one and then, um, email me one as well?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Yeah, 'cause that'd be perfect.

Speaker speaker\_1: I can have one of my free colleagues go out and get that for you.

Speaker speaker\_2: Yeah, that's fine.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Yep.

Speaker speaker\_1: Hey there. Mr. Rhett?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: I just sent those ID cards through the mail.

Speaker speaker\_2: Yeah. Come in.

Speaker speaker\_1: And I sent them in the mail. Take one to two weeks to get to you in the mail. And you should already have them in your email.

Speaker speaker\_2: All right, cool. Thank you.

Speaker speaker\_1: No problem, Mr. Rhett.

Speaker speaker\_2: No problem.

Speaker speaker\_1: Was there anything else I can help you with today?

Speaker speaker\_2: Um, I think that's, that's it. Yeah. Thanks, man.

Speaker speaker\_1: No problem. Thanks for calling Benefits in a Card. Hope you have a great rest of your day, man.

Speaker speaker\_2: You too. All right, bye.

Speaker speaker\_1: Thank you. Bye.