

Transcript: Malcolm

Nash-5721019929903104-5096735805063168

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, this is Alicia Evans calling. I have a doctor's appointment today, and I was calling to get, like, my card information or a number to call to get that benefit information. Right. What staffing company do you work for? MAU. Last four of your Social? 9708. First name? Alicia. Can you spell that? A-L-I-C-A. Last name? Evans. E-V-A-N-S. Okay. For security purposes, can you verify your address and date of birth for me? 22 James Jackson Drive, Felton, South Carolina 29644. 7/13/81. Thank you. So we got your phone number, 864-356-4228? Yes. And your email is evansalicia99@yahoo.com? Yes. Mm-hmm. So you just need your medical card sent to you? Uh, yes, whatever the doctor needs. I'm going to, like, the doctor, not the dentist or the... Yeah, the medical card. All right. Let me know if I can put you on brief hold while I get that for you. Sure, thank you. Oh, there you go. Oh. Oh, there you go. Ah. There you go. Going down. Oh. Oh, there it is. Are you there, Ms. Evans? Yes. I just sent that ID card via email. Is there anything else I can help you with today? Uh... No. I just wanna, um, have a look at my phone right quick to see if, uh... make sure. Mm-hmm. Should be from the info@benefitsinacard.com. I'ma check... I'm going to check my spam, give me a second. Darn it. Oh. Check the spam. I don't see it, but it's been, uh, it's like loading 'cause I'm back here in the back where I'm at. But that's all right. Thank you. Have a good day. You too, Ms. Evans. Thank you. All right.

Conversation Format

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

Speaker speaker_1: Hi, this is Alicia Evans calling. I have a doctor's appointment today, and I was calling to get, like, my card information or a number to call to get that benefit information.

Speaker speaker_0: Right. What staffing company do you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: 9708.

Speaker speaker_0: First name?

Speaker speaker_1: Alicia.

Speaker speaker_0: Can you spell that?

Speaker speaker_1: A-L-I-C-A.

Speaker speaker_0: Last name?

Speaker speaker_1: Evans. E-V-A-N-S.

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

Speaker speaker_1: 22 James Jackson Drive, Felton, South Carolina 29644. 7/13/81.

Speaker speaker_0: Thank you. So we got your phone number, 864-356-4228?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is evansalicia99@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Mm-hmm. So you just need your medical card sent to you?

Speaker speaker_1: Uh, yes, whatever the doctor needs. I'm going to, like, the doctor, not the dentist or the... Yeah, the medical card.

Speaker speaker_0: All right. Let me know if I can put you on brief hold while I get that for you.

Speaker speaker_1: Sure, thank you. Oh, there you go. Oh. Oh, there you go. Ah. There you go. Going down. Oh. Oh, there it is.

Speaker speaker_0: Are you there, Ms. Evans?

Speaker speaker_1: Yes.

Speaker speaker_0: I just sent that ID card via email. Is there anything else I can help you with today?

Speaker speaker_1: Uh... No. I just wanna, um, have a look at my phone right quick to see if, uh... make sure.

Speaker speaker_0: Mm-hmm. Should be from the info@benefitsinacard.com.

Speaker speaker_1: I'ma check... I'm going to check my spam, give me a second. Darn it. Oh. Check the spam. I don't see it, but it's been, uh, it's like loading 'cause I'm back here in the back where I'm at. But that's all right. Thank you. Have a good day.

Speaker speaker_0: You too, Ms. Evans. Thank you.

Speaker speaker_1: All right.