

Transcript: Malcolm

Nash-5747109739839488-5213634838347776

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? Hi, Malcolm. Good morning. My name is Imani Watts. And I was calling to see if you guys could, um, for one... I have two problems. I can't find my dental insurance card and I need to have some work done on... I've lost one of the fillings from my tooth, and I have an appointment for Wednesday. Do you guys have like an electronic card or a way- Yeah. ... that I could access my- Yes. ... information online? Can you hear me? Let me see. Yeah, I can certainly do that. Just give me, what staffing company do you work for, ma'am? I work through MAU. What's the last four of your social? Zero, eight, um... Hold on. 3489. Sorry I haven't said that in a while. I had to think. Okay, fine. You said the last four is 3489? Yes. First name? Imani. I-M-A-N-I. Last name? Watts. W-H-T-T-S. Security purposes, can you verify your address and date of birth for me? I'm sorry, can you say that again? For security purposes, could you verify your address and date of birth for me? My address is 70 L-E-M-A-N-S Drive, South Carolina, 29626. My date of birth is February 26, 1998. Can you close the call now? Thank you. So yeah, your phone number, 864-318-5752? Yes, sir. And the email is imaninicole0226@gmail.com? Yes. Okay. So you just need your ID card sent to you? Uh, yes. Okay. Do you mind if put you on a brief hold while I get those for you? Sure. Thank you. Hey, are you there, Miss Watts? Yes, go ahead. I, I just sent the ID card to you. Is it sent to my email or is it gonna be like a physical copy? I just sent it to your email. A physical copy takes one to two weeks to get to you. Okay. Can you send me a physical copy as well? Yes. I'm already putting the request for it to happen. Oh, thank you. No problem. Do you, do you, do you have an apartment or is it a home? Um, it is a home. Okay. You don't have a PO box or anything? No, sir. Okay. Just wanted to make sure. So yeah, I already put in a request for it to be sent to your home. It'll take one to two weeks. Thank you. I really appreciate it. No problem, Miss Watts. Is there anything else I can help you with today? No, sir. Have a great day. You too. Thanks for calling Benefits in a Card. Thank you. Bye-bye. 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 Malcolm. How can I help you?

Speaker speaker_2: Hi, Malcolm. Good morning. My name is Imani Watts. And I was calling to see if you guys could, um, for one... I have two problems. I can't find my dental insurance

card and I need to have some work done on... I've lost one of the fillings from my tooth, and I have an appointment for Wednesday. Do you guys have like an electronic card or a way-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... that I could access my-

Speaker speaker_1: Yes.

Speaker speaker_2: ... information online?

Speaker speaker_1: Can you hear me? Let me see. Yeah, I can certainly do that. Just give me, what staffing company do you work for, ma'am?

Speaker speaker_2: I work through MAU.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: Zero, eight, um... Hold on. 3489. Sorry I haven't said that in a while. I had to think.

Speaker speaker_1: Okay, fine. You said the last four is 3489?

Speaker speaker_2: Yes.

Speaker speaker_1: First name?

Speaker speaker_2: Imani. I-M-A-N-I.

Speaker speaker_1: Last name?

Speaker speaker_2: Watts. W-H-T-T-S.

Speaker speaker_1: Security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: I'm sorry, can you say that again?

Speaker speaker_1: For security purposes, could you verify your address and date of birth for me?

Speaker speaker_2: My address is 70 L-E-M-A-N-S Drive, South Carolina, 29626. My date of birth is February 26, 1998. Can you close the call now?

Speaker speaker_1: Thank you. So yeah, your phone number, 864-318-5752?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email is imaninicole0226@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So you just need your ID card sent to you?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay. Do you mind if put you on a brief hold while I get those for you?

Speaker speaker_2: Sure.

Speaker speaker_1: Thank you. Hey, are you there, Miss Watts?

Speaker speaker_2: Yes, go ahead.

Speaker speaker_1: I, I just sent the ID card to you.

Speaker speaker_2: Is it sent to my email or is it gonna be like a physical copy?

Speaker speaker_1: I just sent it to your email. A physical copy takes one to two weeks to get to you.

Speaker speaker_2: Okay. Can you send me a physical copy as well?

Speaker speaker_1: Yes. I'm already putting the request for it to happen.

Speaker speaker_2: Oh, thank you.

Speaker speaker_1: No problem. Do you, do you, do you have an apartment or is it a home?

Speaker speaker_2: Um, it is a home.

Speaker speaker_1: Okay. You don't have a PO box or anything?

Speaker speaker_2: No, sir.

Speaker speaker_1: Okay. Just wanted to make sure. So yeah, I already put in a request for it to be sent to your home. It'll take one to two weeks.

Speaker speaker_2: Thank you. I really appreciate it.

Speaker speaker_1: No problem, Miss Watts. Is there anything else I can help you with today?

Speaker speaker_2: No, sir. Have a great day.

Speaker speaker_1: You too. Thanks for calling Benefits in a Card.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Bye.