

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Yeah. Hey, I'm with the partners personnel, and I, uh, enrolled like al- almost, like almost a month ago, and they were supposed to send me a card in the mail within like seven to 10 days, but I never received it. So I'm just trying to see, uh, did they ever send it or... I don't know. Somewhere I, I, I didn't get it. What's the last four of your social, sir? Uh, 2085. First name? Darin. Last name? Levitt. And for security purposes, can you verify your address and date of birth for me? Yeah. 2605 Travis Walk Trail, Snellville, Georgia, uh, 30078. And, uh, birth date, 3/13/81. Yes. Is that a home or an apartment you live in? No, that's a home. And your good phone number is 404-343-9268. Right. And your email is darinlevitt@yahoo.com? Yes. All right. So you need the ID card sent to you? Yes. Uh, I think it's, uh, my medical, medical card. Either the ID, the medical card, or... 'Cause I had, I registered for the, um... I mean, I enrolled in the medical. Right. So the medical card's the only one we need? No, I, I did medical, uh, dental and vision. I don't know if they all come on the same card or what. I don't know how it works, but I know she would tell me. No. Okay. The lady was going to send me something, but... All right. Do you mind if I put you on the speaker while I get those for you? Yeah. Thank you. Yeah. Darn, I'm gonna pass out, dawg. I can't take care of something. Okay, give me a second, man. Are you getting there? Are you there, Mr. Darin? Hello? Are you there, Mr. Darin? Hello? Yeah, you Mr. Darin? Are you there, Mr. Darin? Yeah, I'm here. I'm here. All right. So I did, I just sent those to your email. Oh, okay. All right. So, um- And you can, you can- How long does it take now? How long- Go ahead. Oh, oh, okay. What, what you were saying? You can expect the physical card in one or two weeks. Okay. All right. I appreciate it. No problem, Mr. Darin. Was there anything else I can help you with today? Oh, no. That was it. That's all I needed. All right. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. All right. You, too. All right, later. Take care. Bye.

Conversation Format

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

Speaker speaker_1: Yeah. Hey, I'm with the partners personnel, and I, uh, enrolled like al- almost, like almost a month ago, and they were supposed to send me a card in the mail within like seven to 10 days, but I never received it. So I'm just trying to see, uh, did they ever send it or... I don't know. Somewhere I, I, I didn't get it.

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

Speaker speaker_1: Uh, 2085.

Speaker speaker_0: First name?

Speaker speaker_1: Darin.

Speaker speaker_0: Last name?

Speaker speaker_1: Levitt.

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

Speaker speaker_1: Yeah. 2605 Travis Walk Trail, Snellville, Georgia, uh, 30078. And, uh, birth date, 3/13/81.

Speaker speaker_0: Yes. Is that a home or an apartment you live in?

Speaker speaker_1: No, that's a home.

Speaker speaker_0: And your good phone number is 404-343-9268.

Speaker speaker_1: Right.

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

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So you need the ID card sent to you?

Speaker speaker_1: Yes. Uh, I think it's, uh, my medical, medical card. Either the ID, the medical card, or... 'Cause I had, I registered for the, um... I mean, I enrolled in the medical.

Speaker speaker_0: Right. So the medical card's the only one we need?

Speaker speaker_1: No, I, I did medical, uh, dental and vision. I don't know if they all come on the same card or what. I don't know how it works, but I know she would tell me.

Speaker speaker_0: No. Okay.

Speaker speaker_1: The lady was going to send me something, but...

Speaker speaker_0: All right. Do you mind if I put you on the speaker while I get those for you?

Speaker speaker_1: Yeah.

Speaker speaker_0: Thank you.

Speaker speaker_1: Yeah.

Speaker speaker_2: Darn, I'm gonna pass out, dawg. I can't take care of something. Okay, give me a second, man.

Speaker speaker_0: Are you getting there? Are you there, Mr. Darin? Hello? Are you there, Mr. Darin?

Speaker speaker_1: Hello?

Speaker speaker_0: Yeah, you Mr. Darin? Are you there, Mr. Darin?

Speaker speaker_1: Yeah, I'm here. I'm here.

Speaker speaker_0: All right. So I did, I just sent those to your email.

Speaker speaker_1: Oh, okay. All right. So, um-

Speaker speaker_0: And you can, you can-

Speaker speaker_1: How long does it take now? How long-

Speaker speaker_0: Go ahead.

Speaker speaker_1: Oh, oh, okay. What, what you were saying?

Speaker speaker_0: You can expect the physical card in one or two weeks.

Speaker speaker_1: Okay. All right. I appreciate it.

Speaker speaker_0: No problem, Mr. Darin. Was there anything else I can help you with today?

Speaker speaker_1: Oh, no. That was it. That's all I needed.

Speaker speaker_0: All right. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: All right. You, too. All right, later.

Speaker speaker_0: Take care. Bye.