

## **Transcript: Malcolm**

**Nash-5825715949060096-4941498415366144**

### **Full Transcript**

Exacon Benefits in the card, this is Malcolm. How can I help you? Um, yes, my name is Robin Brooks and I was calling about, um, my eye, the eye insurance. About getting it emailed to me so I can, like, get me some eyewear. Hm. What staffing company do you work for? MAU. Last four of your social? 8467. First name? Robin. And for security purposes, can you verify your address and date of birth for me? 3434 Lawrence Road, Apartment 724, Greenville, South Carolina 29607. Birthday 3/10/72. Thank you. So yeah, your phone number 864-787-0839? Right. And then your email is honda.accord07@yahoo.com? Right. Thank you. Le- let me see. So it looks like you're already enrolled in the division plan. Are you saying you need your ID card? Yeah! 'Cause, um, the lady, the MAU lady said that would email me a copy of it. Okay. Ma'am, if I put you on a brief hold, while I get that information for you? All right. Thank you. Brooks. Uh-huh. I just sent you those ID cards. Would you be able to confirm that you received them? Okay. Um... Wait a minute. M4IB. MetLife? Man- Yes, ma'am. Okay. And then the other one, the M... Okay. Okay, I got them. All right. Well, was there anything else I could help you with today, Ms. Brooks? That would be all. Okay. If there's nothing else, thanks for calling Benefits in the Carto. Hope you have a great rest of your week. Thank you. You too. Thank you. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Exacon Benefits in the card, this is Malcolm. How can I help you?

Speaker speaker\_1: Um, yes, my name is Robin Brooks and I was calling about, um, my eye, the eye insurance. About getting it emailed to me so I can, like, get me some eyewear.

Speaker speaker\_0: Hm. What staffing company do you work for?

Speaker speaker\_1: MAU.

Speaker speaker\_0: Last four of your social?

Speaker speaker\_1: 8467.

Speaker speaker\_0: First name?

Speaker speaker\_1: Robin.

Speaker speaker\_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 3434 Lawrence Road, Apartment 724, Greenville, South Carolina 29607. Birthday 3/10/72.

Speaker speaker\_0: Thank you. So yeah, your phone number 864-787-0839?

Speaker speaker\_1: Right.

Speaker speaker\_0: And then your email is honda.accord07@yahoo.com?

Speaker speaker\_1: Right.

Speaker speaker\_0: Thank you. Le- let me see. So it looks like you're already enrolled in the division plan. Are you saying you need your ID card?

Speaker speaker\_1: Yeah! 'Cause, um, the lady, the MAU lady said that would email me a copy of it.

Speaker speaker\_0: Okay. Ma'am, if I put you on a brief hold, while I get that information for you?

Speaker speaker\_1: All right.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: Brooks.

Speaker speaker\_3: Uh-huh.

Speaker speaker\_2: I just sent you those ID cards. Would you be able to confirm that you received them?

Speaker speaker\_3: Okay. Um... Wait a minute. M4IB. MetLife? Man-

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_3: Okay. And then the other one, the M... Okay. Okay, I got them.

Speaker speaker\_2: All right. Well, was there anything else I could help you with today, Ms. Brooks?

Speaker speaker\_3: That would be all.

Speaker speaker\_2: Okay. If there's nothing else, thanks for calling Benefits in the Carto. Hope you have a great rest of your week.

Speaker speaker\_3: Thank you. You too.

Speaker speaker\_2: Thank you.

Speaker speaker\_3: Bye-bye.

Speaker speaker\_2: Bye-bye.