

## Transcript: Malcolm

Nash-5837113245483008-6449844487110656

### Full Transcript

... benefits in the car. This is Matt from, how can I help you? Hello? Thanks for calling Benefits and... This is Matt from... How can I help you? I could barely hear you. You sound like you're all from a distance. Hello? Can you hear me now? Can you hear me now? Yes, I can. Yeah. How can I help you today, sir? I have... Um, I was supposed to add my daughter's birthday to the insurance benefit. All right. What's the actual company that you work for? I got an email, um, M-A-U. All right. What's the last four of your Social? 5197. First name? Lamar Washington. For security purposes, can you verify your address and date of birth for me? Um, what address did I use? 208 Bentley Court, Columbia, South Carolina 2000... 29210. And then my birthdate is 05-28-1990. Thank you. Let's see, we got your phone number, 706-363-2012. Yes, sir. And your email is washingtonc9@gmail... gmail.com? Mm-hmm. Thank you. Yeah, that form. Let's see. Okay. So it looks like you selected you wanted the insurance, basic, for you and the child, but you never listed the child's information. Mm-hmm. All right. Let me check here. Division, dental, insurance plus basic. All right, so do you have your Social as well? Uh, the Social I got it filed in my phone, but I do have a... I know the birthday. Yes, we will need the Social at some point as well. I just need to get the Social. Oh, I can get it to you, but you have to give, give me a second so I can find it. Mm-hmm. Okay, give me one second here. When was the date of birth? July 29th, 2018. You said July 29th, 2018? Mm-hmm. Yeah. All right, we'll never even get anywhere with the Social. I can't get the last six. Okay, hold on. There's one last bit for you. Mm-hmm. It's 798- 798. Uh-huh. 45- 45. ... 1942. 1942. All right. Got that in the system for you, Mr. Washington. Was there anything else I could help you with today? Oh, no, sir. That's all. All right. There's nothing else. Thanks for calling Benefits in the car. I hope you have a great rest of your week. All right. You, too. Thank you.

### Conversation Format

Speaker speaker\_0: ... benefits in the car. This is Matt from, how can I help you?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Thanks for calling Benefits and... This is Matt from... How can I help you?

Speaker speaker\_1: I could barely hear you. You sound like you're all from a distance. Hello?

Speaker speaker\_0: Can you hear me now? Can you hear me now?

Speaker speaker\_1: Yes, I can. Yeah.

Speaker speaker\_0: How can I help you today, sir?

Speaker speaker\_1: I have... Um, I was supposed to add my daughter's birthday to the insurance benefit.

Speaker speaker\_0: All right. What's the actual company that you work for?

Speaker speaker\_1: I got an email, um, M-A-U.

Speaker speaker\_0: All right. What's the last four of your Social?

Speaker speaker\_1: 5197.

Speaker speaker\_0: First name?

Speaker speaker\_1: Lamar Washington.

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

Speaker speaker\_1: Um, what address did I use? 208 Bentley Court, Columbia, South Carolina 2000... 29210. And then my birthdate is 05-28-1990.

Speaker speaker\_0: Thank you. Let's see, we got your phone number, 706-363-2012.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And your email is washingtonc9@gmail... gmail.com?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Thank you. Yeah, that form. Let's see. Okay. So it looks like you selected you wanted the insurance, basic, for you and the child, but you never listed the child's information.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right. Let me check here. Division, dental, insurance plus basic. All right, so do you have your Social as well?

Speaker speaker\_1: Uh, the Social I got it filed in my phone, but I do have a... I know the birthday.

Speaker speaker\_0: Yes, we will need the Social at some point as well.

Speaker speaker\_1: I just need to get the Social. Oh, I can get it to you, but you have to give, give me a second so I can find it.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay, give me one second here.

Speaker speaker\_0: When was the date of birth?

Speaker speaker\_1: July 29th, 2018.

Speaker speaker\_0: You said July 29th, 2018?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Yeah. All right, we'll never even get anywhere with the Social.

Speaker speaker\_1: I can't get the last six. Okay, hold on. There's one last bit for you.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: It's 798-

Speaker speaker\_0: 798.

Speaker speaker\_1: Uh-huh. 45-

Speaker speaker\_0: 45.

Speaker speaker\_1: ... 1942.

Speaker speaker\_0: 1942. All right. Got that in the system for you, Mr. Washington. Was there anything else I could help you with today?

Speaker speaker\_1: Oh, no, sir. That's all.

Speaker speaker\_0: All right. There's nothing else. Thanks for calling Benefits in the car. I hope you have a great rest of your week.

Speaker speaker\_1: All right. You, too.

Speaker speaker\_0: Thank you.