

Transcript: Malcolm

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Full Transcript

... benefits in the card. This is Malcolm, how can I help you? Oh, yes, my name is Johnny Coates. I'm trying to see, um, let's see who- who my insurance is through and get the group number from y'all. What staff of the company do you work for? Um, Partners Personal. What's the last four of your social? 0453. I see your first name's Johnny? Yes, sir. For security purposes, can you verify your address and date of birth for me? Um, 236 Canyon Crescent, um, Abseville, 30605. Date of birth, June 24th, 1989. Thank you. So yeah, your phone number is 762-234-6373? Yes, sir. And your email is 10r66220@gmail.com? Yes. Thank you. It's, yeah, 10r66220, yes, sir. Mm. All right, so it looks like your coverage will start next week. Um- Oh, yeah. ... Yes, it should be active on next Monday. Looks like you have the dental, short-term disability, the vision and the VIP standards. Okay. Well, thank you. Okay, so you need to know what carriers you have? Uh, well, um, well, I'm good. I just needed it today for, um, for an appointment. Okay. Yeah, so if you need it... Your cover starts next week. If you call back next week around Thursday or Friday, we'll be able to send you digital copies. I believe the only thing we'll be able to provide on Monday is like your pop-out numbers. Okay. - All right. Was there anything else I can help you with today, Mr. Coates? Oh, no, sir, that's it. Thank you for your time. No problem. Thanks for calling Benefits in the Card. Hope you have a great rest- good weekend. All right. Take care. Bye. Thank you. Bye. Go ahead, sir.

Conversation Format

Speaker speaker_0: ... benefits in the card. This is Malcolm, how can I help you?

Speaker speaker_1: Oh, yes, my name is Johnny Coates. I'm trying to see, um, let's see who- who my insurance is through and get the group number from y'all.

Speaker speaker_0: What staff of the company do you work for?

Speaker speaker_1: Um, Partners Personal.

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

Speaker speaker_1: 0453.

Speaker speaker_0: I see your first name's Johnny?

Speaker speaker_1: Yes, sir.

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

Speaker speaker_1: Um, 236 Canyon Crescent, um, Abseville, 30605. Date of birth, June 24th, 1989.

Speaker speaker_0: Thank you. So yeah, your phone number is 762-234-6373?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is 10r66220@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you.

Speaker speaker_1: It's, yeah, 10r66220, yes, sir.

Speaker speaker_0: Mm. All right, so it looks like your coverage will start next week. Um-

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: ... Yes, it should be active on next Monday. Looks like you have the dental, short-term disability, the vision and the VIP standards.

Speaker speaker_1: Okay. Well, thank you.

Speaker speaker_0: Okay, so you need to know what carriers you have?

Speaker speaker_1: Uh, well, um, well, I'm good. I just needed it today for, um, for an appointment.

Speaker speaker_0: Okay. Yeah, so if you need it... Your cover starts next week. If you call back next week around Thursday or Friday, we'll be able to send you digital copies. I believe the only thing we'll be able to provide on Monday is like your pop-out numbers.

Speaker speaker_1: Okay. -

Speaker speaker_0: All right. Was there anything else I can help you with today, Mr. Coates?

Speaker speaker_1: Oh, no, sir, that's it. Thank you for your time.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Card. Hope you have a great rest- good weekend.

Speaker speaker_1: All right. Take care. Bye.

Speaker speaker_0: Thank you. Bye.

Speaker speaker_1: Go ahead, sir.