

Transcript: Malcolm

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Full Transcript

Hello. Thanks for calling Medicine for the Card. This is Malcolm. Can I help you? Yeah, how are you doing? How are you? This is... Yeah, this is Robert Curd. I'm trying to enroll in my benefit. Which staffing company do you work for? Um, partners, partners personal. Last four of your Social? Five, nine, six, one. When Grandma get here, she probably gonna whoop your butt so if I was you, I would treat it lightly. Oh, yeah. First name? Robert. Last name? Curd, C-U-R-D. For security purposes, we verify your address and date of birth, please. Um, my address on file should be 3510 Crest Ridge Drive. That's not that. It's- No, no, no, no, no. No, it's, it, it's 2400- Why did you just like kill my lighting? Orlando, Orlando Street. ... turn your mic down. Listen up. I need the state and ZIP code as well. Charlotte, North Carolina 28220, sir. And your date of birth? 3/2/96. Okay. You can see we got your phone number at 451-0849. Yeah. Your email is robertcurd724@icloud.com? Yes, sir. What type of coverage were you looking to get enrolled into? Uh, what, what coverage can I... What coverage can I get? I was with Brown. We offer medical, PreRx, Virtual Care, dental, short-term disability, life insurance, vision, critical illness, group accident, dependent care, behavioral health and ID experts. I need, um, the dental and the, um, the dental and the, um, short-term disability. Just those two? Yeah, just in case, in case if I get hurt, yeah. Yes, your total will be \$7.57. That'll be deducted weekly.

Conversation Format

Speaker speaker_0: Hello. Thanks for calling Medicine for the Card. This is Malcolm. Can I help you?

Speaker speaker_1: Yeah, how are you doing?

Speaker speaker_0: How are you?

Speaker speaker_1: This is... Yeah, this is Robert Curd. I'm trying to enroll in my benefit.

Speaker speaker_0: Which staffing company do you work for?

Speaker speaker_1: Um, partners, partners personal.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: Five, nine, six, one.

Speaker speaker_2: When Grandma get here, she probably gonna whoop your butt so if I was you, I would treat it lightly.

Speaker speaker_3: Oh, yeah.

Speaker speaker_0: First name?

Speaker speaker_1: Robert.

Speaker speaker_0: Last name?

Speaker speaker_1: Curd, C-U-R-D.

Speaker speaker_0: For security purposes, we verify your address and date of birth, please.

Speaker speaker_1: Um, my address on file should be 3510 Crest Ridge Drive.

Speaker speaker_0: That's not that. It's-

Speaker speaker_1: No, no, no, no, no. No, it's, it, it's 2400-

Speaker speaker_2: Why did you just like kill my lighting?

Speaker speaker_1: Orlando, Orlando Street.

Speaker speaker_2: ... turn your mic down.

Speaker speaker_4: Listen up.

Speaker speaker_0: I need the state and ZIP code as well.

Speaker speaker_1: Charlotte, North Carolina 28220, sir.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 3/2/96.

Speaker speaker_0: Okay. You can see we got your phone number at 451-0849.

Speaker speaker_1: Yeah.

Speaker speaker_0: Your email is robertcurd724@icloud.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: What type of coverage were you looking to get enrolled into?

Speaker speaker_1: Uh, what, what coverage can I... What coverage can I get? I was with Brown.

Speaker speaker_0: We offer medical, PreRx, Virtual Care, dental, short-term disability, life insurance, vision, critical illness, group accident, dependent care, behavioral health and ID experts.

Speaker speaker_1: I need, um, the dental and the, um, the dental and the, um, short-term disability.

Speaker speaker_0: Just those two?

Speaker speaker_1: Yeah, just in case, in case if I get hurt, yeah.

Speaker speaker_0: Yes, your total will be \$7.57. That'll be deducted weekly.