

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card, this is Malcolm, how can I help you? Hi, Malcolm. Yeah, this is, uh, Tracy Calloway. I just wanna see, uh, if you could check... I just wanna know when I get my... Will, will, will I be getting my insurance card, uh, through the mail? What staffing company do you work for? Uh, Partner Personnel. The last four of your social? Eight, three, eight, three. First name? Tracy. Last name? Calloway. For security purposes, can you verify your address and date of birth for me? Yes. Uh, 330 Citadel Drive, Southwest, Apartment One, Calhoun, Georgia. And it's, uh, 12/10/67. Thank you. Can I get your phone number, 706-528-7776? Yes. And your email is tracycalloway7767@email.com? Yes. Yes, sir. Yeah. All right, so you want to go request your medical card be sent physically? Yes. Yeah, I just didn't know if I'd be getting one through the mail. Uh, last... uh, last time... I think it was ... who sent me this thing, but he said I'd be getting one, but I just ain't got it yet. So you'll get your dentist card and vis-card in the mail, but your medical you have to call and request one. Oh, okay. We can issue it to you. Yeah. Yeah, yeah. Yeah, I ain't got, I ain't got anything yet. So it takes... Your coverage just became active this past Monday. It takes one to two weeks for your ID cards to get to you, to you physically. Oh, okay. Yeah, yeah. Well, I'd like to have medical, medical too. Okay. I, I just put in a request for that medical card to be sent to you physically as well. Okay. All right. All right. Well, is there anything else I can help you with today, Mr. Tracy? No. No, sir. That, that's it. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great week- great weekend. All right. Thank you. No problem.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Card, this is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm. Yeah, this is, uh, Tracy Calloway. I just wanna see, uh, if you could check... I just wanna know when I get my... Will, will, will I be getting my insurance card, uh, through the mail?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, Partner Personnel.

Speaker speaker_1: The last four of your social?

Speaker speaker_2: Eight, three, eight, three.

Speaker speaker_1: First name?

Speaker speaker_2: Tracy.

Speaker speaker_1: Last name?

Speaker speaker_2: Calloway.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Yes. Uh, 330 Citadel Drive, Southwest, Apartment One, Calhoun, Georgia. And it's, uh, 12/10/67.

Speaker speaker_1: Thank you. Can I get your phone number, 706-528-7776?

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is tracycalloway7767@email.com?

Speaker speaker_2: Yes. Yes, sir.

Speaker speaker_1: Yeah. All right, so you want to go request your medical card be sent physically?

Speaker speaker_2: Yes. Yeah, I just didn't know if I'd be getting one through the mail. Uh, last... uh, last time... I think it was ... who sent me this thing, but he said I'd be getting one, but I just ain't got it yet.

Speaker speaker_1: So you'll get your dentist card and vis- card in the mail, but your medical you have to call and request one.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: We can issue it to you.

Speaker speaker_2: Yeah. Yeah, yeah. Yeah, I ain't got, I ain't got anything yet.

Speaker speaker_1: So it takes... Your coverage just became active this past Monday. It takes one to two weeks for your ID cards to get to you, to you physically.

Speaker speaker_2: Oh, okay. Yeah, yeah. Well, I'd like to have medical, medical too.

Speaker speaker_1: Okay. I, I just put in a request for that medical card to be sent to you physically as well.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: All right. Well, is there anything else I can help you with today, Mr. Tracy?

Speaker speaker_2: No. No, sir. That, that's it.

Speaker speaker_1: If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great week- great weekend.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: No problem.