

## **Transcript: Malcolm**

**Nash-6100827442429952-5886892906823680**

### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. Um, so I was wondering is there by any chance, um, you could send me my, um, health insurance check or email the information or at least- What staff or company do you work for? Uh, Workforce... WSI. Hang on, let me look it. I think it's like Workforce Industry or something like that. What's the last four of your social? Uh, 7973. First name? Joshua. Last name? Yonkers. For security purposes, your address and date of birth for me. Uh, 300 North Sage Street, Apartment 301, Town of Des Moines, 49006. And then 269-808-4279. And your date of birth? 05-22-01. Thank you. Do I get email at yonkersjoshua@gmail.com? Correct. All right. So looks like your coverage just became active as of today. It does take 24 to 48 hours for your cards to be generated. If you need a digital copy, I would recommend calling back around Thursday or Friday. And the physical copies take one to two weeks to get to you in the mail. Okay. All right. Anything else I can help you with today, Mr. Yonkers? Nope. Okay. Then there's nothing else. Thanks for calling Benefits in the Car. I hope you have a great rest of your week, man. You too. Thank you. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi. Um, so I was wondering is there by any chance, um, you could send me my, um, health insurance check or email the information or at least-

Speaker speaker\_0: What staff or company do you work for?

Speaker speaker\_1: Uh, Workforce... WSI. Hang on, let me look it. I think it's like Workforce Industry or something like that.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: Uh, 7973.

Speaker speaker\_0: First name?

Speaker speaker\_1: Joshua.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Yonkers.

Speaker speaker\_0: For security purposes, your address and date of birth for me.

Speaker speaker\_1: Uh, 300 North Sage Street, Apartment 301, Town of Des Moines, 49006. And then 269-808-4279.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 05-22-01.

Speaker speaker\_0: Thank you. Do I get email at yonkersjoshua@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. So looks like your coverage just became active as of today. It does take 24 to 48 hours for your cards to be generated. If you need a digital copy, I would recommend calling back around Thursday or Friday. And the physical copies take one to two weeks to get to you in the mail.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Anything else I can help you with today, Mr. Yonkers?

Speaker speaker\_1: Nope.

Speaker speaker\_0: Okay. Then there's nothing else. Thanks for calling Benefits in the Car. I hope you have a great rest of your week, man.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_0: Bye.