

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits on the Card. This is Malcolm, how can I help you? Hello. My name is Billy. Sure. How can I help you, sir? Yeah. So I work with Cartel Staffing and, uh, I'm calling today to get some proof of insurance, because they told me I have to insure, have to get insurance with you. What staffing company you work for? Excuse me? What staffing company do you work for? Oh, okay. Cartel. Cartel Staffing. What staffing company, sir? Cartel Staffing. Last four of your Social? Uh, 8075. First name? Billy Bryce. Okay. For security purposes can you verify your address and date of birth for me? Hmm. 87210, Billy Bryce. And, uh, May 10th, 1998. Need to see state zip code as well. 77036. Is the phone number 346-492-1839? Yes, sir. And your email is bryce@lastname@gmail.com? Mm-hmm. Bryce. All right. So you just need the ID card sent to you? It looks like your coverage just became active as of this week. Uh, yeah, because normally, um, I'm working with them, uh, for like one month and half, and they told me, uh, from the first week I should be active. So, I called like, uh, two weeks ago to ask for, um, that insurance and they told me, "You are not active yet." That's when they, they gave me access- Your coverage just became- ... this, right. Yeah. Your coverage just became active this week, sir. Yeah, so I, I, I spoke to them and they told me, okay, by last Monday I should be active. Mm-hmm. And I spoke to one of your agent and she told me she going to send me the insurance card on Wednesday. But I didn't receive anything. So, yeah, I really need this please. Okay, sir. Like today. I'm going to get these. Okay. Do you mind if I put you on brief hold while I get that ID card for you? Uh, say that again please? Do you mind if I put you on a brief hold while I get that ID card for you? Oh, okay. No problem. Thank you. All right. How you doing, Mr. Bryce? Yes, sir. Hi, I just sent that to your email. Could you confirm that you received it? Oh, okay. One second please. Yeah, I receive it. Thank you so much. No problem. Was there anything else I could help you with today, Mr. Bryce? No, I think it should be all. Well, if there's nothing else- All right. ... thanks for calling Benefits- All right. ... on the Card. Hope you have a great rest of your week. All right. Thank you so much. Have a good day. You too. All right, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits on the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hello. My name is Billy.

Speaker speaker_0: Sure. How can I help you, sir?

Speaker speaker_1: Yeah. So I work with Cartel Staffing and, uh, I'm calling today to get some proof of insurance, because they told me I have to insure, have to get insurance with you.

Speaker speaker_0: What staffing company you work for?

Speaker speaker_1: Excuse me?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Oh, okay. Cartel. Cartel Staffing.

Speaker speaker_0: What staffing company, sir?

Speaker speaker_1: Cartel Staffing.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: Uh, 8075.

Speaker speaker_0: First name?

Speaker speaker_1: Billy Bryce.

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

Speaker speaker_1: Hmm. 87210, Billy Bryce. And, uh, May 10th, 1998.

Speaker speaker_0: Need to see state zip code as well.

Speaker speaker_1: 77036.

Speaker speaker_0: Is the phone number 346-492-1839?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is bryce@lastname@gmail.com?

Speaker speaker_1: Mm-hmm. Bryce.

Speaker speaker_0: All right. So you just need the ID card sent to you? It looks like your coverage just became active as of this week.

Speaker speaker_1: Uh, yeah, because normally, um, I'm working with them, uh, for like one month and half, and they told me, uh, from the first week I should be active. So, I called like, uh, two weeks ago to ask for, um, that insurance and they told me, "You are not active yet." That's when they, they gave me access-

Speaker speaker_0: Your coverage just became-

Speaker speaker_1: ... this, right. Yeah.

Speaker speaker_0: Your coverage just became active this week, sir.

Speaker speaker_1: Yeah, so I, I, I spoke to them and they told me, okay, by last Monday I should be active. Mm-hmm. And I spoke to one of your agent and she told me she going to send me the insurance card on Wednesday. But I didn't receive anything. So, yeah, I really need this please.

Speaker speaker_0: Okay, sir.

Speaker speaker_1: Like today.

Speaker speaker_0: I'm going to get these.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you mind if I put you on brief hold while I get that ID card for you?

Speaker speaker_1: Uh, say that again please?

Speaker speaker_0: Do you mind if I put you on a brief hold while I get that ID card for you?

Speaker speaker_1: Oh, okay. No problem.

Speaker speaker_0: Thank you.

Speaker speaker_1: All right.

Speaker speaker_0: How you doing, Mr. Bryce?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Hi, I just sent that to your email. Could you confirm that you received it?

Speaker speaker_1: Oh, okay. One second please. Yeah, I receive it. Thank you so much.

Speaker speaker_0: No problem. Was there anything else I could help you with today, Mr. Bryce?

Speaker speaker_1: No, I think it should be all.

Speaker speaker_0: Well, if there's nothing else-

Speaker speaker_1: All right.

Speaker speaker_0: ... thanks for calling Benefits-

Speaker speaker_1: All right.

Speaker speaker_0: ... on the Card. Hope you have a great rest of your week.

Speaker speaker_1: All right. Thank you so much. Have a good day.

Speaker speaker_0: You too.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_0: Bye.