

## **Transcript: Malcolm**

**Nash-6271207159676928-4806819403841536**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Benefits and Encourages, this is Malcolm, how can I help you? Hi, Malcolm. My name is Portia Taylor. Um, I lost my, um, my dental card. So I, um, I'm gonna need my information because I have a dental appointment today. What's the last four of your Social? Um, 6054. And what staffing company do you work for? Um, BGSF. For security purposes can you verify your address and date of birth for me? Yes. 3609 Cressridge Drive, um, Atlanta, Georgia. And then 11-25-1994. Okay. So yeah, I got phone number 347-435-6936? Yes. And the email is portiachyenne@gmail.com? Yes. So you just need your dental card sent to you? Huh? You need your dental card sent to you? Well, yes, could you send it- Can you hear me, ma'am? ... to me... Yes, a little bit. Can I get it sent via email and through the mail, or no? Of course. Okay. You mind, you mind if I put you on a brief hold while I get that for you? Yes, please. Sure. Thank you. What the fuck are you fucking doing, you fucking idiot? Are we there, Ms. Taylor? Yes. I, I just sent the ID card to your email, and it'll take one to two weeks for your ID card to get to you physically. Okay. Cool, cool, cool. All right. Anything I can do today? No, that's it. Thank you so much. So quick question, is that 3609 Cressridge Drive, is that a home or apartment? It's apartment, it's 3609. So it's apartment 3609? Yes. All right. That's all I needed from you, Ms. Taylor. Is there anything else I can help you with today? No, that's it. All right. If there's nothing else, thanks for calling Benefits and Encouragement. I hope you have a great rest of your day. You too. Thank you. Bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Benefits and Encourages, this is Malcolm, how can I help you?

Speaker speaker\_2: Hi, Malcolm. My name is Portia Taylor. Um, I lost my, um, my dental card. So I, um, I'm gonna need my information because I have a dental appointment today.

Speaker speaker\_1: What's the last four of your Social?

Speaker speaker\_2: Um, 6054.

Speaker speaker\_1: And what staffing company do you work for?

Speaker speaker\_2: Um, BGSF.

Speaker speaker\_1: For security purposes can you verify your address and date of birth for me?

Speaker speaker\_2: Yes. 3609 Cressridge Drive, um, Atlanta, Georgia. And then 11-25-1994.

Speaker speaker\_1: Okay. So yeah, I got phone number 347-435-6936?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email is portiachyenne@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: So you just need your dental card sent to you?

Speaker speaker\_2: Huh?

Speaker speaker\_1: You need your dental card sent to you?

Speaker speaker\_2: Well, yes, could you send it-

Speaker speaker\_1: Can you hear me, ma'am?

Speaker speaker\_2: ... to me... Yes, a little bit. Can I get it sent via email and through the mail, or no?

Speaker speaker\_1: Of course.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You mind, you mind if I put you on a brief hold while I get that for you?

Speaker speaker\_2: Yes, please. Sure.

Speaker speaker\_1: Thank you.

Speaker speaker\_3: What the fuck are you fucking doing, you fucking idiot?

Speaker speaker\_4: Are we there, Ms. Taylor?

Speaker speaker\_2: Yes.

Speaker speaker\_4: I, I just sent the ID card to your email, and it'll take one to two weeks for your ID card to get to you physically.

Speaker speaker\_2: Okay. Cool, cool, cool. All right.

Speaker speaker\_4: Anything I can do today?

Speaker speaker\_2: No, that's it. Thank you so much.

Speaker speaker\_4: So quick question, is that 3609 Cressridge Drive, is that a home or apartment?

Speaker speaker\_2: It's apartment, it's 3609.

Speaker speaker\_4: So it's apartment 3609?

Speaker speaker\_2: Yes.

Speaker speaker\_4: All right. That's all I needed from you, Ms. Taylor. Is there anything else I can help you with today?

Speaker speaker\_2: No, that's it.

Speaker speaker\_4: All right. If there's nothing else, thanks for calling Benefits and Encouragement. I hope you have a great rest of your day.

Speaker speaker\_2: You too. Thank you. Bye.

Speaker speaker\_4: Bye-bye.