

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Uh, yes, uh, my name's Chad Flurry and I misplaced my, uh, dental card. I didn't know if I could get the, the actual number, the name and the number for the dental benefits. What's happened... Company you work for? Oxford Global. Last four of your Social? 2603. Okay. For security purposes, can you verify your address and date of birth for me? Uh, 2091 North Lake Road, Benson, Vermont 05743 and, uh, 6/13/75. Yeah. So, we got your phone number, 802-770-4809? Yes. And that email is flurry.chad@yahoo.com? Yes. All right. So you need your ID card sent to you digitally or you need a physical one sent again too? Uh, digitally would be fine. So, you don't want... You don't want me to get a, another physical one sent? No. Will the digital one, uh, just come through email today? Yes, sir. Now, if I put you on a brief hold, I can get that for you. Yeah. Thank you. No problem. How you doing, Mr. Chad? Yes. I, I just shipped those ID cards to your email. Okay then. Thank you. No problem. Was there anything else I can help you with today, Mr. Chad? Uh, nope. That was it. Thank you. Have a good day. You too, man. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Uh, yes, uh, my name's Chad Flurry and I misplaced my, uh, dental card. I didn't know if I could get the, the actual number, the name and the number for the dental benefits.

Speaker speaker_0: What's happened... Company you work for?

Speaker speaker_1: Oxford Global.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: 2603.

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

Speaker speaker_1: Uh, 2091 North Lake Road, Benson, Vermont 05743 and, uh, 6/13/75.

Speaker speaker_0: Yeah. So, we got your phone number, 802-770-4809?

Speaker speaker_1: Yes.

Speaker speaker_0: And that email is flurry.chad@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So you need your ID card sent to you digitally or you need a physical one sent again too?

Speaker speaker_1: Uh, digitally would be fine.

Speaker speaker_0: So, you don't want... You don't want me to get a, another physical one sent?

Speaker speaker_1: No. Will the digital one, uh, just come through email today?

Speaker speaker_0: Yes, sir. Now, if I put you on a brief hold, I can get that for you.

Speaker speaker_1: Yeah. Thank you.

Speaker speaker_0: No problem. How you doing, Mr. Chad?

Speaker speaker_1: Yes.

Speaker speaker_0: I, I just shipped those ID cards to your email.

Speaker speaker_1: Okay then. Thank you.

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

Speaker speaker_1: Uh, nope. That was it. Thank you. Have a good day.

Speaker speaker_0: You too, man. Thank you.