

## **Transcript: Malcolm**

**Nash-6450480544432128-6668405305982976**

### **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? Yeah, so I received a call from y'all earlier about maybe 15, 20 minutes ago when I was driving so I couldn't take it. They said that, um, they had some returned mail for my benefits card, um, about my address. My name is, uh, Antoine Burrell. How you spell Antoine? A-N-T-O-I-N-E. Say it one more time. A-N-T-O-I-N-E. Last name? Burrell. B-U-R-R-E-L-L. All right. For security purposes can you verify your address and date of birth for me? My address is 417 16th Street, West Point, Virginia, PO Box 537. Date of birth is 01/05/83. What was the address one more time? 417 16th Street, West Point, Virginia, 23181. And your date of birth? January 5th, 1983. Thank you. So yeah, your phone number 804-246-7559? Yes, sir. And I get emails, burrellantoine@gmail.com? 5@gmail. Burrellantoine@gmail.com. Thank you. All right. So yeah, we have the 417 16th Street, West Point, Virginia. Right. That's what we have on file. Right. That's the physical address, right, for like... You can send packages and everything here to the physical address, but I have a PO box also. But the woman kept telling me when I was filling out our paperwork, just put the street address. My mailing address for the... is the PO Box 537, West Point, Virginia. Okay. So, uh, what was your address with me and your email? You said Burrell Antoni six. BurrellAntoine5@gmail.com. Oh, five. Gotcha. All right. So yeah, we just needed that updated address so we can get those cards sent back to you. Okay. Yeah. The, uh... To receive my mail is the PO... so it'll be PO Box 537 West Point, Virginia, 23181. So the, the address that we need to send it to is PO Box 537 West Point, Virginia, 23181? Yes, sir. Okay. That's all we needed from you, Mr. Anton. Okay. Thank you. No problem. Is there anything else I can help you with? Are we gonna meet on the phone? Uh, no. Uh, just make sure that that PO Box mailing address for all mail that you have sent to me. That's no problem. Yes, sir. I'll make sure I make a note in the system. Was there anything else I can help you with today, Mr. Anton? No, sir. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great day, man. All right. You too. Thank you.

### **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: Yeah, so I received a call from y'all earlier about maybe 15, 20 minutes ago when I was driving so I couldn't take it. They said that, um, they had some returned mail for my benefits card, um, about my address. My name is, uh, Antoine Burrell.

Speaker speaker\_1: How you spell Antoine?

Speaker speaker\_2: A-N-T-O-I-N-E.

Speaker speaker\_1: Say it one more time.

Speaker speaker\_2: A-N-T-O-I-N-E.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Burrell. B-U-R-R-E-L-L.

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

Speaker speaker\_2: My address is 417 16th Street, West Point, Virginia, PO Box 537. Date of birth is 01/05/83.

Speaker speaker\_1: What was the address one more time?

Speaker speaker\_2: 417 16th Street, West Point, Virginia, 23181.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: January 5th, 1983.

Speaker speaker\_1: Thank you. So yeah, your phone number 804-246-7559?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And I get emails, burrellantoine@gmail.com?

Speaker speaker\_2: 5@gmail. Burrellantoine@gmail.com.

Speaker speaker\_1: Thank you. All right. So yeah, we have the 417 16th Street, West Point, Virginia.

Speaker speaker\_2: Right.

Speaker speaker\_1: That's what we have on file.

Speaker speaker\_2: Right. That's the physical address, right, for like... You can send packages and everything here to the physical address, but I have a PO box also. But the woman kept telling me when I was filling out our paperwork, just put the street address. My mailing address for the... is the PO Box 537, West Point, Virginia.

Speaker speaker\_1: Okay. So, uh, what was your address with me and your email? You said Burrell Antoni six.

Speaker speaker\_2: BurrellAntoine5@gmail.com.

Speaker speaker\_1: Oh, five. Gotcha. All right. So yeah, we just needed that updated address so we can get those cards sent back to you.

Speaker speaker\_2: Okay. Yeah. The, uh... To receive my mail is the PO... so it'll be PO Box 537 West Point, Virginia, 23181.

Speaker speaker\_1: So the, the address that we need to send it to is PO Box 537 West Point, Virginia, 23181?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. That's all we needed from you, Mr. Anton.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem. Is there anything else I can help you with? Are we gonna meet on the phone?

Speaker speaker\_2: Uh, no. Uh, just make sure that that PO Box mailing address for all mail that you have sent to me. That's no problem.

Speaker speaker\_1: Yes, sir. I'll make sure I make a note in the system. Was there anything else I can help you with today, Mr. Anton?

Speaker speaker\_2: No, sir. Thank you.

Speaker speaker\_1: No problem. Thanks for calling Benefits in the Card. I hope you have a great day, man.

Speaker speaker\_2: All right. You too.

Speaker speaker\_1: Thank you.