

## **Transcript: Malcolm**

**Nash-6695305965518848-5838790882803712**

### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, how you doing? I'm doing good. How about you? All right. Uh, I was calling because, uh, a source told me I was going to insurance and I hadn't received an insurance card. And right now I'm at the doctor, right now, so I need some information. All right. What's the last four of your social? 5215. First name? Daniel Jackson. All right. For security purposes, can you verify your address and date of birth for me? Um, birthday's 10/23/81. Um, address is, we just moved, 2088 07 Apartment Eight. Let me make, let me make sure. I'll need the old address. That's not the one that we have on file. What you have on file are, uh, we- North Wee- North Weaver Street. Yes, sir. Now I need the city, state and ZIP code as well. Sir? Now I need the city, state and ZIP code as well. 36702. And the city and state? City Selma, state Alabama. Thank you. All right. So we got an email at djack81@gmail.com? Yes. Yes, sir. All right. So that's the... You, you just need your ID card sent to you, correct? Sir? You just need your ID card sent to you? I need that, and I need the information stating that I have insurance 'cause I'm at the doctor right now. Sir, I do see your coverage is still active. Yeah. So, I wouldn't be able to send you something saying that, but I do, I can send you your ID card. Right now through the phone? To your email. Hold up, 'cause my email... Hold up, let me, um... 'Cause it's not the same on this phone. This is, this is the email for search. You need the email for this phone, right? Uh, whichever one, sir. I can send it to the d- the djack81@gmail.com or a different email if you like. I'm looking for it right now. Give me one second. One second. While we... This a new phone, give me one sec. That's not it. That's not it. That's not it either. What? Oh. Okay, it's um... it's jackdan16@gmail.com. Okay, one more time? Slower please. Jack... Sir? Okay, slower please. Yeah, lowercase j-a-c-k-d... lowercase b-a-n 610@gmail.com. So it's jackdan16@gmail.com? Yes, sir. All right. So do you want me to send it... You want me to finish that email? Yes, yes, 'cause I'm, I'm at the doctor now, so they gonna need some information. You know, 'cause they... I don't wanna pay over \$200. Okay, just hit that ID card through your email. Okay. I'm waiting for it. It should pop up. I'm waiting for it. It should sometimes go to your spam folder as well. What you say now? I said sometimes it goes to your spam folder. Thank you for contac- contacting us at Benefits. Has to s-... It's a PDF file. Uh. Okay, I see it. I see it. Hello? Yes, sir. Was there anything else I can help you with today, Mr. Jackson? Okay. Uh, no sir, that's it. Okay. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Thank you. No problem.

### **Conversation Format**

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

Speaker speaker\_1: Hey, how you doing?

Speaker speaker\_0: I'm doing good. How about you?

Speaker speaker\_1: All right. Uh, I was calling because, uh, a source told me I was going to insurance and I hadn't received an insurance card. And right now I'm at the doctor, right now, so I need some information.

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

Speaker speaker\_1: 5215.

Speaker speaker\_0: First name?

Speaker speaker\_1: Daniel Jackson.

Speaker speaker\_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Um, birthday's 10/23/81. Um, address is, we just moved, 2088 07 Apartment Eight. Let me make, let me make sure.

Speaker speaker\_0: I'll need the old address. That's not the one that we have on file.

Speaker speaker\_1: What you have on file are, uh, we- North Wee- North Weaver Street.

Speaker speaker\_0: Yes, sir. Now I need the city, state and ZIP code as well.

Speaker speaker\_1: Sir?

Speaker speaker\_0: Now I need the city, state and ZIP code as well.

Speaker speaker\_1: 36702.

Speaker speaker\_0: And the city and state?

Speaker speaker\_1: City Selma, state Alabama.

Speaker speaker\_0: Thank you. All right. So we got an email at djack81@gmail.com?

Speaker speaker\_1: Yes. Yes, sir.

Speaker speaker\_0: All right. So that's the... You, you just need your ID card sent to you, correct?

Speaker speaker\_1: Sir?

Speaker speaker\_0: You just need your ID card sent to you?

Speaker speaker\_1: I need that, and I need the information stating that I have insurance 'cause I'm at the doctor right now.

Speaker speaker\_0: Sir, I do see your coverage is still active.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So, I wouldn't be able to send you something saying that, but I do, I can send you your ID card.

Speaker speaker\_1: Right now through the phone?

Speaker speaker\_0: To your email.

Speaker speaker\_1: Hold up, 'cause my email... Hold up, let me, um... 'Cause it's not the same on this phone. This is, this is the email for search. You need the email for this phone, right?

Speaker speaker\_0: Uh, whichever one, sir. I can send it to the d- the djack81@gmail.com or a different email if you like.

Speaker speaker\_1: I'm looking for it right now. Give me one second. One second. While we... This a new phone, give me one sec. That's not it. That's not it. That's not it either. What? Oh. Okay, it's um... it's jackdan16@gmail.com.

Speaker speaker\_0: Okay, one more time? Slower please.

Speaker speaker\_1: Jack... Sir?

Speaker speaker\_0: Okay, slower please.

Speaker speaker\_1: Yeah, lowercase j-a-c-k-d... lowercase b-a-n 610@gmail.com.

Speaker speaker\_0: So it's jackdan16@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. So do you want me to send it... You want me to finish that email?

Speaker speaker\_1: Yes, yes, 'cause I'm, I'm at the doctor now, so they gonna need some information. You know, 'cause they... I don't wanna pay over \$200.

Speaker speaker\_0: Okay, just hit that ID card through your email.

Speaker speaker\_1: Okay. I'm waiting for it. It should pop up. I'm waiting for it.

Speaker speaker\_0: It should sometimes go to your spam folder as well.

Speaker speaker\_1: What you say now?

Speaker speaker\_0: I said sometimes it goes to your spam folder.

Speaker speaker\_1: Thank you for contac- contacting us at Benefits. Has to s-... It's a PDF file. Uh. Okay, I see it. I see it. Hello?

Speaker speaker\_0: Yes, sir. Was there anything else I can help you with today, Mr. Jackson?

Speaker speaker\_1: Okay. Uh, no sir, that's it.

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

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: No problem.