

Transcript: Malcolm

Nash-6730329399672832-4770901498707968

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yes, good afternoon, Michael. How you doing today? I'm doing good, man. How about you? Hey, I'm trying to get some information. Um, okay, I applied for y'all benefits, and I'm trying to see what can I do or when is the car gon' come available so I can go to the bathroom? What staffing company you work for? On Track. The last four of your social? 6560. You said 6516? 6560. First name? Zachary. Last name? Damn. Pernell. All right, for security purposes, can you verify your address and date of birth for me? 8579... My address has been changed. So I need you to verify the one that's on file. Uh, 7830 Hutchinson Circle. Let me see a state zip code and your date of birth. 36108579. Okay, so we got your phone number, 334-801-4732. Mm-hmm. Yes. Can I get email, zacharypernell79@gmail.com? It ain't 79. I don't got another Gmail now. zacharypernell7@gmail. Zacharypernell what? zacharypernell7@gmail.com. So just seven @gmail.com? Yes. Yeah. All right, so you just need your... Which ID cards does you need sent to you? I need, I need everything that I'm... It's taking down my shit. All right. You want to climb up on top of your brief while I get those for you? Fuck. Hey, are you there, Mr. Pernell? Hey. I just sent those ID cards to your email. Can you confirm that you received them? It should be from the info@benefitsandthecar.com. Excuse me one sec. 007 Gmail.com? Yes, sir. Be from the info@benefitsandthecar.com. Sometimes it does go to your spam folder as well.... want to send my spell. It's z-a-c-h-a-r-y p-u-r-n-e-l-l-7@gmail.com? Yes. So that's the email I sent the cards to. Mm. No, it still ain't sh- it still ain't come through. I don't see it. I'll probably have to give it a minute for it to come through. Well, was there anything else I can help you with today, Mr. Purnell? If we sent the issue and come through within a minute ago... You said all three cards, right? Yes, sir. Okay, then. Yeah. I'll give it a minute and then I'll call back if I don't get it. All right. Well, there's nothing else, Mr. Purnell. Hope you have a great rest of your week. Okay, my guy. You said y- yes? You said something else? I seen something else on, um, my old account. I don't know if that's it though. Let me go back and see. Can you see that, sir? Is it, is it benefits and a card? That's what, that's the name of it? Yes, sir. Okay, then. Okay, then. In, innocent... Activate your account today. So y'all don't send cards to the mail, y'all just email it to us? No, sir. The physical cards take one to two weeks to get to you upon activation date. So you s- So I got the medical, the dental and the vision, right? Yes, sir. Okay. Okay. You said you had a new address, correct? Right, right. So what's your new address? 'Cause your cards are probably getting ready to be sent to your old address. 519... Mm. 519 Capitol Parkway Court, Montgomery, Alabama, 36107. You said 519 Capitol Parkway Court? Yes. CP 519, 519 Capitol Parkway, CP Montgomery, Alabama, 36107. Is that a home or apartment? It's a house. So 519 Capitol Parkway Court, Montgomery, Alabama, 36107? Yes. All right. So I'm gonna go ahead and get a request for your ID cards to be sent again, 'cause they were, they're probably being sent to that old

address. All right. Is there anything else I can help you with today, Mr. Purnell? Mm-mm. Mm-mm. All right. If there's nothing else, thanks for calling Pump and Finishing the Card Over. You have a great rest of your week. Okay, my guy.

Conversation Format

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

Speaker speaker_1: Yes, good afternoon, Michael. How you doing today?

Speaker speaker_0: I'm doing good, man. How about you?

Speaker speaker_1: Hey, I'm trying to get some information. Um, okay, I applied for y'all benefits, and I'm trying to see what can I do or when is the car gon' come available so I can go to the bathroom?

Speaker speaker_0: What staffing company you work for?

Speaker speaker_1: On Track.

Speaker speaker_0: The last four of your social?

Speaker speaker_1: 6560.

Speaker speaker_0: You said 6516?

Speaker speaker_1: 6560.

Speaker speaker_0: First name?

Speaker speaker_1: Zachary.

Speaker speaker_0: Last name? Damn.

Speaker speaker_1: Pernell.

Speaker speaker_0: All right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 8579... My address has been changed.

Speaker speaker_0: So I need you to verify the one that's on file.

Speaker speaker_1: Uh, 7830 Hutchinson Circle.

Speaker speaker_0: Let me see a state zip code and your date of birth.

Speaker speaker_1: 36108579.

Speaker speaker_0: Okay, so we got your phone number, 334-801-4732.

Speaker speaker_1: Mm-hmm. Yes.

Speaker speaker_0: Can I get email, zacharypernell79@gmail.com?

Speaker speaker_1: It ain't 79. I don't got another Gmail now. zacharypernell7@gmail.

Speaker speaker_0: Zacharypernell what?

Speaker speaker_1: zacharypernell7@gmail.com.

Speaker speaker_0: So just seven @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah. All right, so you just need your... Which ID cards does you need sent to you?

Speaker speaker_1: I need, I need everything that I'm... It's taking down my shit.

Speaker speaker_0: All right. You want to climb up on top of your brief while I get those for you?

Speaker speaker_1: Fuck.

Speaker speaker_0: Hey, are you there, Mr. Pernel?

Speaker speaker_1: Hey.

Speaker speaker_0: I just sent those ID cards to your email. Can you confirm that you received them? It should be from the info@benefitsandthecar.com.

Speaker speaker_1: Excuse me one sec. 007 Gmail.com?

Speaker speaker_0: Yes, sir. Be from the info@benefitsandthecar.com. Sometimes it does go to your spam folder as well.

Speaker speaker_2: ... want to send my spell.

Speaker speaker_0: It's z-a-c-h-a-r-y p-u-r-n-e-l-l-7@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_0: So that's the email I sent the cards to.

Speaker speaker_2: Mm. No, it still ain't sh- it still ain't come through. I don't see it. I'll probably have to give it a minute for it to come through.

Speaker speaker_0: Well, was there anything else I can help you with today, Mr. Purnell?

Speaker speaker_2: If we sent the issue and come through within a minute ago... You said all three cards, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Okay, then. Yeah. I'll give it a minute and then I'll call back if I don't get it.

Speaker speaker_0: All right. Well, there's nothing else, Mr. Purnell. Hope you have a great rest of your week.

Speaker speaker_2: Okay, my guy.

Speaker speaker_0: You said y- yes? You said something else?

Speaker speaker_2: I seen something else on, um, my old account. I don't know if that's it though. Let me go back and see.

Speaker speaker_0: Can you see that, sir?

Speaker speaker_2: Is it, is it benefits and a card? That's what, that's the name of it?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Okay, then. Okay, then. In, innocent... Activate your account today. So y'all don't send cards to the mail, y'all just email it to us?

Speaker speaker_0: No, sir. The physical cards take one to two weeks to get to you upon activation date.

Speaker speaker_2: So you s- So I got the medical, the dental and the vision, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Okay. Okay.

Speaker speaker_0: You said you had a new address, correct?

Speaker speaker_2: Right, right.

Speaker speaker_0: So what's your new address? 'Cause your cards are probably getting ready to be sent to your old address.

Speaker speaker_2: 519... Mm. 519 Capitol Parkway Court, Montgomery, Alabama, 36107.

Speaker speaker_0: You said 519 Capitol Parkway Court?

Speaker speaker_2: Yes. CP 519, 519 Capitol Parkway, CP Montgomery, Alabama, 36107.

Speaker speaker_0: Is that a home or apartment?

Speaker speaker_2: It's a house.

Speaker speaker_0: So 519 Capitol Parkway Court, Montgomery, Alabama, 36107?

Speaker speaker_2: Yes.

Speaker speaker_0: All right. So I'm gonna go ahead and get a request for your ID cards to be sent again, 'cause they were, they're probably being sent to that old address. All right. Is there anything else I can help you with today, Mr. Purnell?

Speaker speaker_2: Mm-mm. Mm-mm.

Speaker speaker_0: All right. If there's nothing else, thanks for calling Pump and Finishing the Card Over. You have a great rest of your week.

Speaker speaker_2: Okay, my guy.