

Transcript: Malcolm

Nash-6743183811985408-6345740020662272

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? How you doing, Malcolm? I was just, um, contacting to ask if I could get a, um, an insurance card. I don't know if I have one sent to me through my job or not. Yeah, but if I can get another one sent to me if I already have one sent to me, that'd be good. I work at... I'm a temp for MAU at Bosch. All right. And what's the last four of your social? Uh, 1661. First name? Jaquan. Last name? J-A-Q-U-A, sorry, Gibbs. Okay. For security purposes, can you verify your address and date of birth for me? Address is 7558 Plantation Road, Apartment five. Uh, zip code is 29420. 29420, sorry. State is going to be the same- State is... I mean, city is North Charleston. State is South Carolina. Need date of birth. It's 03/10/2004. Thank you. So we got your phone number, 843-822-3539? Yes, sir. And the email is bgiaquan14@gmail.com? Yes, sir. Thank you. All right. So which ID card... You need all your ID cards? Mm-hmm. 'Cause it looks like you didn't receive them, because they didn't have your apartment number on file. Um, um, all of them will be fine, yes. Say that again. All of them, uh, yes, sir. All right. Now, if I put you on a brief hold, will I get those for you? That's fine. Thank you. Are you there, Mr. Gibbs? Yes, sir. Just to confirm. You said Apartment five, right? Yes, sir. All right. I'm going to put you on brief hold again. Thank you. Okay. You're welcome. Huh? Yeah. Hey, are you there, Mr. Gibbs? Yes, sir. All right. I just sent those ID cards to you. Could you confirm that you received them? Uh, oh, the electronic? Yes, sir. All right. Yes, I just got them. All right. And then the physical cards should get there within one to two weeks. Okay. Cool. Is there anything else I can help you with today, Mr. Gibbs? Uh, no, sir. That's all. I appreciate you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. I hope you do, too. Thank you.

Conversation Format

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

Speaker speaker_1: How you doing, Malcolm? I was just, um, contacting to ask if I could get a, um, an insurance card. I don't know if I have one sent to me through my job or not. Yeah, but if I can get another one sent to me if I already have one sent to me, that'd be good. I work at... I'm a temp for MAU at Bosch.

Speaker speaker_0: All right. And what's the last four of your social?

Speaker speaker_1: Uh, 1661.

Speaker speaker_0: First name?

Speaker speaker_1: Jaquan.

Speaker speaker_0: Last name?

Speaker speaker_1: J-A-Q-U-A, sorry, Gibbs.

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

Speaker speaker_1: Address is 7558 Plantation Road, Apartment five. Uh, zip code is 29420. 29420, sorry.

Speaker speaker_0: State is going to be the same-

Speaker speaker_1: State is... I mean, city is North Charleston. State is South Carolina.

Speaker speaker_0: Need date of birth.

Speaker speaker_1: It's 03/10/2004.

Speaker speaker_0: Thank you. So we got your phone number, 843-822-3539?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email is bgiaquan14@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. All right. So which ID card... You need all your ID cards? Mm-hmm. 'Cause it looks like you didn't receive them, because they didn't have your apartment number on file.

Speaker speaker_1: Um, um, all of them will be fine, yes.

Speaker speaker_0: Say that again.

Speaker speaker_1: All of them, uh, yes, sir.

Speaker speaker_0: All right. Now, if I put you on a brief hold, will I get those for you?

Speaker speaker_1: That's fine.

Speaker speaker_0: Thank you. Are you there, Mr. Gibbs?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Just to confirm. You said Apartment five, right?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. I'm going to put you on brief hold again. Thank you.

Speaker speaker_1: Okay. You're welcome.

Speaker speaker_2: Huh? Yeah.

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

Speaker speaker_3: Yes, sir.

Speaker speaker_0: All right. I just sent those ID cards to you. Could you confirm that you received them?

Speaker speaker_3: Uh, oh, the electronic?

Speaker speaker_0: Yes, sir.

Speaker speaker_3: All right. Yes, I just got them.

Speaker speaker_0: All right. And then the physical cards should get there within one to two weeks.

Speaker speaker_3: Okay.

Speaker speaker_0: Cool. Is there anything else I can help you with today, Mr. Gibbs?

Speaker speaker_3: Uh, no, sir. That's all. I appreciate you.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_3: I hope you do, too.

Speaker speaker_0: Thank you.