

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, yes, how do I get a copy of my insurance card? Which staffing company do you work for? Uh, it's MAU for Bosch. I need the staffing company that you went through to get the job. Pardon? I need the staffing company you went through to get your job. MAU. M-A-U. M-A-U? Yes. What was the last four of your social? 8689. First name? Donna. Say that one more time. Donna. Last name? Walker. Sir, for security purposes, can you verify your address and date of birth for me? 4/4/66. And, um, I'm just relocated so I... The address I put down, I think, was the 251 Scarlet Maple, um, Willis, Texas. Do you... Is that a old address? Yeah. Well, I've just relocated here to Kentucky. So do I need to update your address or do you just wanna keep that one on file? I'm gonna have to keep that one until we're... I've only been here two weeks. We haven't moved into our permanent residence. Okay. So let's see, we got your phone number, 936-320-8672. That is correct. And then your email is donawill... willorpikor@icloud.com? Donnawalkerpikor@icloud.com. Looks like they left the K out. So, donnawalker- Picor. P-I-C-O-R@icloud.com. Icloud.com. Yes, sir. Okay. So it looks like your coverage just became active as of today. It does take 24 to 48 hours for your digital, for your digital cards to be processed. Mm-hmm. I would recommend calling back around Thursday or Friday if you needed a digital copy. And the physical ones take one to two weeks to get to you from the mail once your coverage becomes active. Okay. Uh, is it active today? Yes, ma'am. You have active coverage. Your ID cards are just being made. If you need to use your coverage, you're, you're able to use your coverage, you would just have to file a claim and let them know that your ID cards are still being processed. Okay. What information do I give them? So go... I wa-... Again, since your coverage just became active as today, there wouldn't be anything I would be able to give you. Okay. The... So you would, like I was saying before, you would just have to let them know that your coverage just became active and you're waiting for the ID cards to be worked, be made. Okay. All right. Okay. Thank you so much. No problem, Ms. Walker. Was there anything else I can help you with today? That's it. Have a good day. Sure, Ms. Walker. Thank you. Mm. Bye-bye.

### Conversation Format

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

Speaker speaker\_1: Uh, yes, how do I get a copy of my insurance card?

Speaker speaker\_0: Which staffing company do you work for?

Speaker speaker\_1: Uh, it's MAU for Bosch.

Speaker speaker\_0: I need the staffing company that you went through to get the job.

Speaker speaker\_1: Pardon?

Speaker speaker\_0: I need the staffing company you went through to get your job.

Speaker speaker\_1: MAU. M-A-U.

Speaker speaker\_0: M-A-U?

Speaker speaker\_1: Yes.

Speaker speaker\_0: What was the last four of your social?

Speaker speaker\_1: 8689.

Speaker speaker\_0: First name?

Speaker speaker\_1: Donna.

Speaker speaker\_0: Say that one more time.

Speaker speaker\_1: Donna.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Walker.

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

Speaker speaker\_1: 4/4/66. And, um, I'm just relocated so I... The address I put down, I think, was the 251 Scarlet Maple, um, Willis, Texas.

Speaker speaker\_0: Do you... Is that a old address?

Speaker speaker\_1: Yeah. Well, I've just relocated here to Kentucky.

Speaker speaker\_0: So do I need to update your address or do you just wanna keep that one on file?

Speaker speaker\_1: I'm gonna have to keep that one until we're... I've only been here two weeks. We haven't moved into our permanent residence.

Speaker speaker\_0: Okay. So let's see, we got your phone number, 936-320-8672.

Speaker speaker\_1: That is correct.

Speaker speaker\_0: And then your email is donawill... willorpicor@icloud.com?

Speaker speaker\_1: Donnawalkerpicor@icloud.com.

Speaker speaker\_0: Looks like they left the K out. So, donnawalker-

Speaker speaker\_1: Picor. P-I-C-O-R@icloud.com.

Speaker speaker\_0: Icloud.com.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. So it looks like your coverage just became active as of today. It does take 24 to 48 hours for your digital, for your digital cards to be processed.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: I would recommend calling back around Thursday or Friday if you needed a digital copy. And the physical ones take one to two weeks to get to you from the mail once your coverage becomes active.

Speaker speaker\_1: Okay. Uh, is it active today?

Speaker speaker\_0: Yes, ma'am. You have active coverage. Your ID cards are just being made. If you need to use your coverage, you're, you're able to use your coverage, you would just have to file a claim and let them know that your ID cards are still being processed.

Speaker speaker\_1: Okay. What information do I give them?

Speaker speaker\_0: So go... I wa-... Again, since your coverage just became active as today, there wouldn't be anything I would be able to give you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: The... So you would, like I was saying before, you would just have to let them know that your coverage just became active and you're waiting for the ID cards to be worked, be made.

Speaker speaker\_1: Okay. All right. Okay. Thank you so much.

Speaker speaker\_0: No problem, Ms. Walker. Was there anything else I can help you with today?

Speaker speaker\_1: That's it. Have a good day.

Speaker speaker\_0: Sure, Ms. Walker. Thank you.

Speaker speaker\_1: Mm. Bye-bye.