

Transcript: Malcolm

Nash-4549891803791360-5091234313617408

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? How are you doing? I'm doing good, man. How about you? I'm doing all right. Um, I had signed up at temp service for some insurance and stuff, and I, I just noticed they've been taking out my check for a minute, but I haven't received no insurance or the, uh... All right. What staffing company do you work for? Uh, Surge. What's the last four of your social? 4144. You said 4144? Yes, sir. Thank you. First name? Klete. Say that again, sir? Klete. Last name? Jackson. All right. For security purposes, can you verify your address and date of birth for me? 3651 Prairie Waters Drive, Apartment 5228, Grand Prairie, Texas 75052, 51297. Thank you. So we got your phone number as 362-5770? Yes, sir. Thank you. And your email is BigKlete@gmail.com? Yes. And, uh, Klete is spelled with a K instead of a C? Yes. All right. So which, which ID cards did you need? Um, I'm guessing aisle, aisle three. Okay. You mind if I put you under brief hold while I get those for you? Go ahead. Thank you. Thank... Hey, you there, Mr. Jackson? Yeah. I just sent some ID cards to your email. You said you sent them to the email? Yes, sir. Okay. And it should take one to two weeks to get physical ID cards. Is that 3651 Prairie Waters Drive, is that an apartment or a home? Apartment. All right. So it looks like that's probably why you haven't received it, 'cause there's no apartment number. What's your apartment number? 5228. You said 5228? Yes, 5228. All right. Thank you. All right. I got that as soon... I got that request out for you in just a second. And can you... If you, if you can, can you put Waters Edge on there? 'Cause we have another apartment that a lot of people, they'll, they'll go to thinking it's... 'Cause it's right beside each other. We've been getting a lot of stuff delivered to the other apartment, 5228. Let's say that one more time? I said, uh, we have an apartment next door that a lot of our stuff goes to their door, their mailbox. Mm-hmm. So if you can, anywhere on there, put Waters Edge, the name of the apartment. I got that. I put that in the notes for you. Okay. Thank you. No problem, sir. Was there anything else I can help you with today? No, that was it. Appreciate you. No problem, man. Thanks for calling Benefits in the Car. I do hope you have a great week now. 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 Car. This is Malcolm. How can I help you?

Speaker speaker_2: How are you doing?

Speaker speaker_1: I'm doing good, man. How about you?

Speaker speaker_2: I'm doing all right. Um, I had signed up at temp service for some insurance and stuff, and I, I just noticed they've been taking out my check for a minute, but I haven't received no insurance or the, uh...

Speaker speaker_1: All right. What staffing company do you work for?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 4144.

Speaker speaker_1: You said 4144?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. First name?

Speaker speaker_2: Klete.

Speaker speaker_1: Say that again, sir?

Speaker speaker_2: Klete.

Speaker speaker_1: Last name?

Speaker speaker_2: Jackson.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 3651 Prairie Waters Drive, Apartment 5228, Grand Prairie, Texas 75052, 51297.

Speaker speaker_1: Thank you. So we got your phone number as 362-5770?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. And your email is BigKlete@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And, uh, Klete is spelled with a K instead of a C?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So which, which ID cards did you need?

Speaker speaker_2: Um, I'm guessing aisle, aisle three.

Speaker speaker_1: Okay. You mind if I put you under brief hold while I get those for you?

Speaker speaker_2: Go ahead.

Speaker speaker_1: Thank you. Thank... Hey, you there, Mr. Jackson?

Speaker speaker_2: Yeah.

Speaker speaker_1: I just sent some ID cards to your email.

Speaker speaker_2: You said you sent them to the email?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: And it should take one to two weeks to get physical ID cards. Is that 3651 Prairie Waters Drive, is that an apartment or a home?

Speaker speaker_2: Apartment.

Speaker speaker_1: All right. So it looks like that's probably why you haven't received it, 'cause there's no apartment number. What's your apartment number?

Speaker speaker_2: 5228.

Speaker speaker_1: You said 5228?

Speaker speaker_2: Yes, 5228.

Speaker speaker_1: All right. Thank you. All right. I got that as soon... I got that request out for you in just a second.

Speaker speaker_2: And can you... If you, if you can, can you put Waters Edge on there? 'Cause we have another apartment that a lot of people, they'll, they'll go to thinking it's... 'Cause it's right beside each other. We've been getting a lot of stuff delivered to the other apartment, 5228.

Speaker speaker_1: Let's say that one more time?

Speaker speaker_2: I said, uh, we have an apartment next door that a lot of our stuff goes to their door, their mailbox.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So if you can, anywhere on there, put Waters Edge, the name of the apartment.

Speaker speaker_1: I got that. I put that in the notes for you.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem, sir. Was there anything else I can help you with today?

Speaker speaker_2: No, that was it. Appreciate you.

Speaker speaker_1: No problem, man. Thanks for calling Benefits in the Car. I do hope you have a great week now.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.