

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits How can I help you? Yes, I'm actually trying to see if my benefits are active yet? What staffing company do you work for? Wagner Staffing. So last four of your Social? 0798. First name? Natalie. Last name? Silva. And for security purposes, can you verify your address and date of birth for me? 906 White Oak Trail, Jonesboro, Georgia, 30238. Date of birth, July 14, 1993. Can you say that date of birth one more time? Excuse me? Could you say that date of birth one more time? July 14, 1993. Yeah. So we got your phone number, 404-804-9129. Correct. And your email is cien.85n@gmail.com? Yes. Thank you. So it looks like your coverage just became active this past, uh, yesterday, Monday. Is there any way I could get a email of the benefit card? So typically they don't become available 'til around 40, 24 to 48 hours after you become into active. I could see if it's available, but it might not be available. Typically, they're only available around Thursday or Friday. Okay. All right. That's fine. All right. see if they're available. Okay. Thank you. Hey, are you there, Ms. Silva? Yes. Yes. So it doesn't look like they, the card has been generated yet. All right, then. Thank you. No problem, Ms. Silva. Was there anything else I can help you with today? No, that's everything. All right. Well, if there's nothing else, thanks for calling Benefits Mercado. Hope you have a great week. You too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits How can I help you?

Speaker speaker_1: Yes, I'm actually trying to see if my benefits are active yet?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Wagner Staffing.

Speaker speaker_0: So last four of your Social?

Speaker speaker_1: 0798.

Speaker speaker_0: First name?

Speaker speaker_1: Natalie.

Speaker speaker_0: Last name?

Speaker speaker_1: Silva.

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

Speaker speaker_1: 906 White Oak Trail, Jonesboro, Georgia, 30238. Date of birth, July 14, 1993.

Speaker speaker_0: Can you say that date of birth one more time?

Speaker speaker_1: Excuse me?

Speaker speaker_0: Could you say that date of birth one more time?

Speaker speaker_1: July 14, 1993.

Speaker speaker_0: Yeah. So we got your phone number, 404-804-9129.

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is cien.85n@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. So it looks like your coverage just became active this past, uh, yesterday, Monday.

Speaker speaker_1: Is there any way I could get a email of the benefit card?

Speaker speaker_0: So typically they don't become available 'til around 40, 24 to 48 hours after you become into active. I could see if it's available, but it might not be available. Typically, they're only available around Thursday or Friday.

Speaker speaker_1: Okay. All right. That's fine.

Speaker speaker_0: All right. see if they're available.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you. Hey, are you there, Ms. Silva?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes. So it doesn't look like they, the card has been generated yet.

Speaker speaker_1: All right, then. Thank you.

Speaker speaker_0: No problem, Ms. Silva. Was there anything else I can help you with today?

Speaker speaker_1: No, that's everything.

Speaker speaker_0: All right. Well, if there's nothing else, thanks for calling Benefits Mercado. Hope you have a great week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.