

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, Malcolm. This is Dave here, and I'm still waiting. Okay. How can I help you, sir? Um, my insurance, um, I think it takes about 48 hours. Last time I called they said it'd probably be like Thursday. When's the... Thursday or Friday, 48 hours. Is there any way I can get a, um, like... Or I can call CVS and give them my, my card number? So your, did your coverage just become active this past Monday? Yes. Okay, so I can check to see if your card's available, but typically they're not available until around Thursday or Friday. All right. I guess I can... I'll call CV- I'll call Walgreens and tell them that, uh, probably about Thursday or Friday when I get my new card. I got medicine. I got my stuff and stuff So did you want me to check to see if it was available? Yeah, if you don't mind, please. All right. What's the last four of your social? 2452. You said 2452? Yes, sir. Is that what you said, sir? Yes, sir. 2... 2452. Your first name? Davey. Last name is Aaron. My address is 531 Mountain Creek Church Road Northwest, Block 2A, Rockville. And city, state and zip code, and your date of birth? Oh, yeah. Monroe, Georgia, 30656, 6-21-78. Excuse me. We got your phone number, 404-268-4989? Yes, sir. Okay. Yes, sir, that's it. 4989 is the phone number. And the email, and the email is leonard.aaron41@gmail.com? Yes, sir. All right. You mind if I put you on a brief hold while I see if they're available? Yes, sir. Sure thing. Are you there, Mr. Aaron? Yes, sir. Yeah, so it doesn't look like, it doesn't look like it was getting updated in their system yet. Looks like it's still waiting for it to be generated. So it should be about Wednesday or Thursday? Or Thursday or Friday. Yes, sir. Typically it's available around Thursday or Friday. All right, cool. Thank you. No problem, Mr. Aaron. Was there anything else I can help you with today? No, man, that's it. I appreciate it. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your weekend. Okay, 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: Hey, Malcolm. This is Dave here, and I'm still waiting.

Speaker speaker_0: Okay. How can I help you, sir?

Speaker speaker_1: Um, my insurance, um, I think it takes about 48 hours. Last time I called they said it'd probably be like Thursday. When's the... Thursday or Friday, 48 hours. Is there any way I can get a, um, like... Or I can call CVS and give them my, my card number?

Speaker speaker_0: So your, did your coverage just become active this past Monday?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so I can check to see if your card's available, but typically they're not available until around Thursday or Friday.

Speaker speaker_1: All right. I guess I can... I'll call CV- I'll call Walgreens and tell them that, uh, probably about Thursday or Friday when I get my new card. I got medicine. I got my stuff and stuff

Speaker speaker_0: So did you want me to check to see if it was available?

Speaker speaker_1: Yeah, if you don't mind, please.

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

Speaker speaker_1: 2452.

Speaker speaker_0: You said 2452?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Is that what you said, sir?

Speaker speaker_1: Yes, sir. 2... 2452.

Speaker speaker_0: Your first name?

Speaker speaker_1: Davey. Last name is Aaron. My address is 531 Mountain Creek Church Road Northwest, Block 2A, Rockville.

Speaker speaker_0: And city, state and zip code, and your date of birth?

Speaker speaker_1: Oh, yeah. Monroe, Georgia, 30656, 6-21-78.

Speaker speaker_0: Excuse me. We got your phone number, 404-268-4989?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes, sir, that's it. 4989 is the phone number.

Speaker speaker_0: And the email, and the email is leonard.aaron41@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. You mind if I put you on a brief hold while I see if they're available?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Sure thing. Are you there, Mr. Aaron?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Yeah, so it doesn't look like, it doesn't look like it was getting updated in their system yet. Looks like it's still waiting for it to be generated.

Speaker speaker_1: So it should be about Wednesday or Thursday? Or Thursday or Friday.

Speaker speaker_0: Yes, sir. Typically it's available around Thursday or Friday.

Speaker speaker_1: All right, cool. Thank you.

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

Speaker speaker_1: No, man, that's it. I appreciate it.

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

Speaker speaker_1: Okay, bye-bye.