

Transcript: Malcolm

Nash-4671804623601664-6732135936081920

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yeah. So I want to get Benefits in a Card. I, I'm a re-hire and I got... They sent me information about it and I clicked on the website. Uh, uh, my thing says the IP address is invalid so it said you will also call, so I'm calling. All right. Well, what's the last company you worked for? I, I work for Oxford. What's the last four of your social? 1338. First name? Les, L-E-S. Les, Les or Lester. L-E-S-T-E-R or L-E-S. Last name? Z-I-N-G-E-R. All right. For security purposes, can you verify your address and date of birth for me? Uh, date of birth, uh, January 31st, 1951. Address, 2273 Sparrow Ridge Drive, Marietta, Georgia. Thank you. So yeah, your phone number is 770-926-8726. Well, well, yeah. Let me give you this one. That's my house phone. I'll give you my cell phone is 678-521-6208. Make the cell phone the primary. Yes, we have that on... We have that phone number on file as well. Okay. All right. The email is bmw400k@aol.com? @aol.com, yes. Thank you. All right. So before I can get you enrolled, we're gonna have to do an eligibility review. Okay. Because our system has... For higher dates in the system, that'll take 24 to 48 hours. And once I hear back from them, I'll be able... I will call you back and let you know if you're eligible to get enrolled or not. Okay. All right. Yeah. So is there anything el... You go ahead, Mr. Lester? Yeah. No, that, that was it. Okay. All right. So, so do you want to be saved as Lester or do you want to be saved as- Les, Les. All right. Let me just make sure. All right. Well, was there anything else I can help you with today, Mr. Zinger? No, that's it. Okay, thank you. No problem. Thanks for calling Benefits- Bye-bye. ... in a Card. I hope you have a great rest of your week. Okay, bye. Oh, no. What's the problem? Uh. How did that happen? Now what's the problem? Somebody ***** my s***. Man. I don't know what the ***** problem is. Damn it.

Conversation Format

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

Speaker speaker_1: Yeah. So I want to get Benefits in a Card. I, I'm a re-hire and I got... They sent me information about it and I clicked on the website. Uh, uh, my thing says the IP address is invalid so it said you will also call, so I'm calling.

Speaker speaker_0: All right. Well, what's the last company you worked for?

Speaker speaker_1: I, I work for Oxford.

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

Speaker speaker_1: 1338.

Speaker speaker_0: First name?

Speaker speaker_1: Les, L-E-S. Les, Les or Lester. L-E-S-T-E-R or L-E-S.

Speaker speaker_0: Last name?

Speaker speaker_1: Z-I-N-G-E-R.

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

Speaker speaker_1: Uh, date of birth, uh, January 31st, 1951. Address, 2273 Sparrow Ridge Drive, Marietta, Georgia.

Speaker speaker_0: Thank you. So yeah, your phone number is 770-926-8726.

Speaker speaker_1: Well, well, yeah. Let me give you this one. That's my house phone. I'll give you my cell phone is 678-521-6208. Make the cell phone the primary.

Speaker speaker_0: Yes, we have that on... We have that phone number on file as well.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. The email is bmw400k@aol.com?

Speaker speaker_1: @aol.com, yes.

Speaker speaker_0: Thank you. All right. So before I can get you enrolled, we're gonna have to do an eligibility review.

Speaker speaker_1: Okay.

Speaker speaker_0: Because our system has... For higher dates in the system, that'll take 24 to 48 hours. And once I hear back from them, I'll be able... I will call you back and let you know if you're eligible to get enrolled or not.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Yeah.

Speaker speaker_2: So is there anything el... You go ahead, Mr. Lester?

Speaker speaker_1: Yeah. No, that, that was it. Okay.

Speaker speaker_2: All right. So, so do you want to be saved as Lester or do you want to be saved as-

Speaker speaker_1: Les, Les.

Speaker speaker_2: All right. Let me just make sure.

Speaker speaker_1: All right.

Speaker speaker_2: Well, was there anything else I can help you with today, Mr. Zinger?

Speaker speaker_1: No, that's it. Okay, thank you.

Speaker speaker_2: No problem. Thanks for calling Benefits-

Speaker speaker_1: Bye-bye.

Speaker speaker_2: ... in a Card. I hope you have a great rest of your week.

Speaker speaker_1: Okay, bye. Oh, no. What's the problem? Uh. How did that happen? Now what's the problem? Somebody ***** my s***. Man. I don't know what the ***** problem is. Damn it.