

## **Transcript: Malcolm**

**Nash-4804378447101952-6733397711175680**

### **Full Transcript**

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hello. My name's Adonis Daniels and, uh, I'm trying to figure out which insurance I have and what is my member number? What staffing company do you work for? Uh, MAU. So last four of your Social? Uh, 7773. Say that one more time. 7-7-7-3. First name? Adonas. Donis? Adonas, with a A, Adonas. You said the last four is 7773? Yes. Hm, not showing up in the system. Are you a brand new hire? No, I've been here for almost a year. Adonas. Would it be Denish? No, Danish Ryan? What's your last name? No. Daniels. Hmm. You're not showing up in the system, sir. How is he spelling Adonas? Um, are you spelling Adonas right? They don't even have anybody with the last name, with your last name, with the last four of the Social you gave me. All right. Okay. Can you say your last name one more time? Daniels. Yeah, there's nobody with the last name, with the last four of your Social. Are you sure it's 7773? Yes. Well, I- Didn't you guys pay for the last thing that you was in? Well, that's what they said up there. He has AETNA, but he ha-... What he can do is go to, um, A-E-T-N-A.com and see if he can log into there. Okay. Let me see. I'm gonna take away the last four and you can just... How do you spell your first name? Adonas, A-D-O-N-A-S. You said A-D-O-N-A-S? Yes. You're not showing up..... a Sullivan. I don't think your last name is Sullivan. No. Uh, it's fine. I'll, I'll, I'll figure it out. Well- W- was there anything else I can help you with today, sir?

### **Conversation Format**

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

Speaker speaker\_1: Hello. My name's Adonis Daniels and, uh, I'm trying to figure out which insurance I have and what is my member number?

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

Speaker speaker\_1: Uh, MAU.

Speaker speaker\_0: So last four of your Social?

Speaker speaker\_1: Uh, 7773.

Speaker speaker\_0: Say that one more time.

Speaker speaker\_1: 7-7-7-3.

Speaker speaker\_0: First name?

Speaker speaker\_1: Adonas.

Speaker speaker\_0: Donis?

Speaker speaker\_1: Adonas, with a A, Adonas.

Speaker speaker\_0: You said the last four is 7773?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Hm, not showing up in the system. Are you a brand new hire?

Speaker speaker\_1: No, I've been here for almost a year.

Speaker speaker\_0: Adonas. Would it be Denish? No, Danish Ryan? What's your last name?

Speaker speaker\_1: No. Daniels. Hmm.

Speaker speaker\_0: You're not showing up in the system, sir.

Speaker speaker\_2: How is he spelling Adonas?

Speaker speaker\_1: Um, are you spelling Adonas right?

Speaker speaker\_0: They don't even have anybody with the last name, with your last name, with the last four of the Social you gave me.

Speaker speaker\_1: All right. Okay.

Speaker speaker\_0: Can you say your last name one more time?

Speaker speaker\_1: Daniels.

Speaker speaker\_0: Yeah, there's nobody with the last name, with the last four of your Social. Are you sure it's 7773?

Speaker speaker\_1: Yes. Well, I-

Speaker speaker\_3: Didn't you guys pay for the last thing that you was in?

Speaker speaker\_1: Well, that's what they said up there.

Speaker speaker\_2: He has AETNA, but he ha-... What he can do is go to, um, A-E-T-N-A.com and see if he can log into there.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Let me see. I'm gonna take away the last four and you can just... How do you spell your first name?

Speaker speaker\_1: Adonas, A-D-O-N-A-S.

Speaker speaker\_0: You said A-D-O-N-A-S?

Speaker speaker\_1: Yes.

Speaker speaker\_0: You're not showing up..... a Sullivan. I don't think your last name is Sullivan.

Speaker speaker\_1: No. Uh, it's fine. I'll, I'll, I'll figure it out.

Speaker speaker\_2: Well-

Speaker speaker\_0: W- was there anything else I can help you with today, sir?