

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, Malcolm. Um, my name is Tara Moses. Um, I was given this num- told to call this number regarding my insurance for Wagner. Um, I- I've been to the hospital a couple times, and I have to go back again today. And they've been wanting my insurance c- um, information. But I told them I haven't received my insurance card yet, and I know the pay comes out of my check. All right. And what's the last four on your social? 1819. First name? Tara Moses. And for security purposes, can you verify your address and date of birth for me? 166, um, North, um, 7th Street, Cochran, Georgia 31014. And your date of birth? 5/14/77. Okay, so we have your phone number 478-379- I mean, 397-5656? Correct. And your email is taraglbrt3@gmail.com? Yes, sir. Yeah. All right, so you just need your ID card to send, get it- I do. Mm-hmm. All right. Well, let me know if I can be of any help. They just need that, and I need it for my, uh, also for my e- prescriptions. Sure. Let me go get those ID cards for you. Okay. Excuse me. There, where's the restroom? Right there. Okay. Hello? Hey, are you there, Ms. Moses? Hello? Yes, I just sent those ID cards to your email. Okay, I just received them. Thank you so much. No problem. Was there anything else I can help you with today? No, sir. Thank you. You've been a great help. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, Malcolm. Um, my name is Tara Moses. Um, I was given this num- told to call this number regarding my insurance for Wagner. Um, I- I've been to the hospital a couple times, and I have to go back again today. And they've been wanting my insurance c- um, information. But I told them I haven't received my insurance card yet, and I know the pay comes out of my check.

Speaker speaker_0: All right. And what's the last four on your social?

Speaker speaker_1: 1819.

Speaker speaker_0: First name?

Speaker speaker_1: Tara Moses.

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

Speaker speaker_1: 166, um, North, um, 7th Street, Cochran, Georgia 31014.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 5/14/77.

Speaker speaker_0: Okay, so we have your phone number 478-379- I mean, 397-5656?

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is taraglbtr3@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Yeah. All right, so you just need your ID card to send, get it-

Speaker speaker_1: I do. Mm-hmm.

Speaker speaker_0: All right. Well, let me know if I can be of any help.

Speaker speaker_1: They just need that, and I need it for my, uh, also for my e- prescriptions. Sure.

Speaker speaker_0: Let me go get those ID cards for you.

Speaker speaker_1: Okay.

Speaker speaker_3: Excuse me. There, where's the restroom? Right there. Okay.

Speaker speaker_2: Hello?

Speaker speaker_0: Hey, are you there, Ms. Moses?

Speaker speaker_3: Hello?

Speaker speaker_0: Yes, I just sent those ID cards to your email.

Speaker speaker_3: Okay, I just received them. Thank you so much.

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

Speaker speaker_3: No, sir. Thank you. You've been a great help.

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

Speaker speaker_3: You too.

Speaker speaker_0: Thank you.