

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits Credit Card. This is Malcolm, how can I help you? Um, I wanted to see if I could get in my effective date for my plan. What staffing company do you work for? The Resource. You said The Resource? Yes. What's the last four of your social? 8321. First name? Jalyssa. J-Jalyssa? Yes. Let's see. How do you spell that? J apostrophe L-Y-S-S-A. And for security purposes can you verify your address and date of birth for me? Yes. 3973 Village Park Court, Winston-Salem, North Carolina 27127 and July 18th, 1994. Can you see we got your phone number 336-582-6418? Mm-hmm. And your email is jalyssa.robinson7@gmail.com? Mm-hmm. Thank you. So it looks like your coverage became active on the 17th of March. Oh, okay. And how would I get that information, like the numbers and stuff to book an appointment? So your ID card is to come in the mail one to two weeks from the activation date so you should be receiving them soon. With your medical card you have to call and request the physical one be sent otherwise it's only sent via email. Okay. Perfect, thank you so much. Did you want me to put in a request for a physical card to be sent or did you need another one sent to your email? Please. To both of those or which one? You need both? Just my email. Okay. You mind if I put you on a brief hold while I get that for you? No problem. Thank you. Thank you. Hey, are you there, Ms. Robinson? Yes. All right. I just sent those ID cards to your email. Thank you so much. No problem, Ms. Robinson. Was there anything else I can help you with today? No, that was all. Thank you. Have a good one. You too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits Credit Card. This is Malcolm, how can I help you?

Speaker speaker_1: Um, I wanted to see if I could get in my effective date for my plan.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: The Resource.

Speaker speaker_0: You said The Resource?

Speaker speaker_1: Yes.

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

Speaker speaker_1: 8321.

Speaker speaker_0: First name?

Speaker speaker_1: Jalyssa.

Speaker speaker_0: J-Jalyssa?

Speaker speaker_1: Yes.

Speaker speaker_0: Let's see. How do you spell that?

Speaker speaker_1: J apostrophe L-Y-S-S-A.

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

Speaker speaker_1: Yes. 3973 Village Park Court, Winston-Salem, North Carolina 27127 and July 18th, 1994.

Speaker speaker_0: Can you see we got your phone number 336-582-6418?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And your email is jalyssa.robinson7@gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Thank you. So it looks like your coverage became active on the 17th of March.

Speaker speaker_1: Oh, okay. And how would I get that information, like the numbers and stuff to book an appointment?

Speaker speaker_0: So your ID card is to come in the mail one to two weeks from the activation date so you should be receiving them soon. With your medical card you have to call and request the physical one be sent otherwise it's only sent via email.

Speaker speaker_1: Okay. Perfect, thank you so much.

Speaker speaker_0: Did you want me to put in a request for a physical card to be sent or did you need another one sent to your email?

Speaker speaker_1: Please.

Speaker speaker_0: To both of those or which one? You need both?

Speaker speaker_1: Just my email.

Speaker speaker_0: Okay. You mind if I put you on a brief hold while I get that for you?

Speaker speaker_1: No problem. Thank you.

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

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I just sent those ID cards to your email.

Speaker speaker_1: Thank you so much.

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

Speaker speaker_1: No, that was all. Thank you. Have a good one.

Speaker speaker_0: You too. Thank you.