

## Transcript: Malcolm

**Nash-4952243470909440-6563123098861568**

### Full Transcript

Thank you for taking the time to benefit send a card. This is Malcolm, how can I help you? Hi, Malcolm. This is Christy Sharp. I am calling to make a payment please. What staffing company do you work for? I work for Actforce. Could I have your Social? Six, seven, two, five. First name. Wait, I got it. Christy. For security purposes, can you verify your address and date of birth for me? Uh, uh, uh, uh, um, it's PO Box... Hold on . Uh, address, address. PO Box 789 Hampton, Tennessee 37658. Um, 99-1964. So we got your phone number, 337-8010-10. Yes, sir. And your email is cdl82082@yahoo.com? Yes, sir. Okay. And you say you want to make a direct payment for this week? Yes, because see, I missed a week of work and I'm currently now a week behind, 'cause I tried to pay it last week. Okay. Trying to- Your name, is your name on the card? Yes, sir. It's under my name, Christy Sharp. Okay. So does the, the billing address require the PO box or do you have another address? Oh, um, you have to do a card or can you do it on a checking account? Uh, it will have to be a card. A card. Okay, um, hold on. I'll get that for you. Okay, yes and the billing is the same as the, um, the one I just gave you. Okay, any time you're ready. I'm ready. Okay. It is 4839-5007-5471. Oh, wait. No, not that. 5471. I need the billing, I need the billing address. Uh, do that with a credit card? I'm ready for a credit card. I'll do the credit card first. You said 48- Okay. You ready for the credit card? Ma'am, sorry. I thought you were giving me the ad- the billing address. No, it's the same as the post office box, 789. Okay, so the billing address is PO Box 789? Yes, sir. All right, I'm ready for the card number. Okay. 4839- Mm-hmm. ... 5007- Mm-hmm. ... 5471- Mm-hmm. ... 3350. You said 3350? Yes, sir. And the CVC number? It is 089- Give me the expiration date. ... 0128. Okay, so it went through. You should get that receipt inside of your email. Okay. Do you have a confirmation number? Give me one moment. And it's for \$175 cents? Yes, ma'am. Okay. Whenever you're ready, I've got that, uh, confirmation number. Okay, I'm ready. It's ACC- ACC? ...-2- Mm-hmm. ... XYZ- Okay. Wait. Not V, sorry. That's confirmation? No, ma'am. It's, so it's 2XYQ not Z. The Z is after the Q. Okay. I'm not done. There's more, there's more to it. Oh! Okay. All right, so, so there's, it's ACC-2XYQZ7NV5. 7 what? 7M? 7Y- No, 7Y as in yankee, N as in Nick- Uh-huh. ... V as in victor, 5. Okay. Uh, since I had you on the phone last time- I'm going to repeat it one time for you. Okay. Uh, I'm ready for you. So it's A as in, all right, it's A as in apple, C as in Charlie, C as in Charlie-2, X as in xylophone, Y as in ya, Y as in yankee, Q as in queen, V as in xylophone, 7, Y as in yankee, N as in Nancy, V as in victor, number 5. Okay. Um, my other question. I still have not received my, um, insurance card. Is there anyway you can mail me a copy? 'Cause I'm trying to make me a doctor's appointment and I need an insurance card. You haven't received any of them? And I can't get it on the website. No. And I can't even get it on the website. Let's see. So your coverage became active on February 24th. It takes one to two weeks to get to you from the activation date. You should be receiving them sometime soon, but I can send them again. You can

email them to me? Did you say you didn't want me to send them digitally? No. I was gonna ask if you wanted me to send them via email. Yeah, that'd be fine. All right. Okay. You mind if I put you in a brief hold while I get those for you? Yes, sir. Thank you. Hm, are you there, Ms. Sharp? Yes, sir. I am. Hi. I just sent the inviting card to your email. Okay. Now, uh, I'm in Tennessee. So to find a doctor that I need coverage, where do I go on a website or how do I find out if they have coverage with, with you? There, there, during that email that I sent you, the links could have find... is, is provided in that email. Oh, okay. Well, thank you so much. No problem, Ms. Sharp. Was there anything else I can help with today? No, sir. That is it. You have a good day. You too. Thank you. Thank you. Bye. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for taking the time to benefit send a card. This is Malcolm, how can I help you?

Speaker speaker\_1: Hi, Malcolm. This is Christy Sharp. I am calling to make a payment please.

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

Speaker speaker\_1: I work for Actforce.

Speaker speaker\_0: Could I have your Social?

Speaker speaker\_1: Six, seven, two, five.

Speaker speaker\_0: First name. Wait, I got it.

Speaker speaker\_1: Christy.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Uh, uh, uh, uh, um, it's PO Box... Hold on . Uh, address, address. PO Box 789 Hampton, Tennessee 37658. Um, 99-1964.

Speaker speaker\_0: So we got your phone number, 337-8010-10.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And your email is cdl82082@yahoo.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. And you say you want to make a direct payment for this week?

Speaker speaker\_1: Yes, because see, I missed a week of work and I'm currently now a week behind, 'cause I tried to pay it last week.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Trying to-

Speaker speaker\_0: Your name, is your name on the card?

Speaker speaker\_1: Yes, sir. It's under my name, Christy Sharp.

Speaker speaker\_0: Okay. So does the, the billing address require the PO box or do you have another address?

Speaker speaker\_1: Oh, um, you have to do a card or can you do it on a checking account?

Speaker speaker\_0: Uh, it will have to be a card.

Speaker speaker\_1: A card. Okay, um, hold on. I'll get that for you. Okay, yes and the billing is the same as the, um, the one I just gave you. Okay, any time you're ready.

Speaker speaker\_0: I'm ready.

Speaker speaker\_1: Okay. It is 4839-5007-5471.

Speaker speaker\_0: Oh, wait. No, not that.

Speaker speaker\_1: 5471.

Speaker speaker\_0: I need the billing, I need the billing address. Uh, do that with a credit card? I'm ready for a credit card. I'll do the credit card first. You said 48-

Speaker speaker\_1: Okay. You ready for the credit card?

Speaker speaker\_0: Ma'am, sorry. I thought you were giving me the ad- the billing address.

Speaker speaker\_1: No, it's the same as the post office box, 789.

Speaker speaker\_0: Okay, so the billing address is PO Box 789?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right, I'm ready for the card number.

Speaker speaker\_1: Okay. 4839-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... 5007-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... 5471-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... 3350.

Speaker speaker\_0: You said 3350?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the CVC number?

Speaker speaker\_1: It is 089-

Speaker speaker\_0: Give me the expiration date.

Speaker speaker\_1: ... 0128.

Speaker speaker\_0: Okay, so it went through. You should get that receipt inside of your email.

Speaker speaker\_1: Okay. Do you have a confirmation number?

Speaker speaker\_0: Give me one moment.

Speaker speaker\_1: And it's for \$175 cents?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Whenever you're ready, I've got that, uh, confirmation number.

Speaker speaker\_1: Okay, I'm ready.

Speaker speaker\_0: It's ACC-

Speaker speaker\_1: ACC?

Speaker speaker\_0: ...-2-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... XYZ-

Speaker speaker\_1: Okay.

Speaker speaker\_0: Wait. Not V, sorry.

Speaker speaker\_1: That's confirmation?

Speaker speaker\_0: No, ma'am. It's, so it's 2XYQ not Z. The Z is after the Q.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'm not done. There's more, there's more to it.

Speaker speaker\_1: Oh! Okay.

Speaker speaker\_0: All right, so, so there's, it's ACC-2XYQZ7NV5.

Speaker speaker\_1: 7 what? 7M?

Speaker speaker\_0: 7Y- No, 7Y as in yankee, N as in Nick-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... V as in victor, 5.

Speaker speaker\_1: Okay. Uh, since I had you on the phone last time-

Speaker speaker\_0: I'm going to repeat it one time for you.

Speaker speaker\_1: Okay. Uh, I'm ready for you.

Speaker speaker\_0: So it's A as in, all right, it's A as in apple, C as in Charlie, C as in Charlie-2, X as in xylophone, Y as in ya, Y as in yankee, Q as in queen, V as in xylophone, 7, Y as in yankee, N as in Nancy, V as in victor, number 5.

Speaker speaker\_1: Okay. Um, my other question. I still have not received my, um, insurance card. Is there anyway you can mail me a copy? 'Cause I'm trying to make me a doctor's appointment and I need an insurance card.

Speaker speaker\_0: You haven't received any of them?

Speaker speaker\_1: And I can't get it on the website. No. And I can't even get it on the website.

Speaker speaker\_0: Let's see. So your coverage became active on February 24th. It takes one to two weeks to get to you from the activation date. You should be receiving them sometime soon, but I can send them again.

Speaker speaker\_1: You can email them to me?

Speaker speaker\_0: Did you say you didn't want me to send them digitally?

Speaker speaker\_1: No.

Speaker speaker\_0: I was gonna ask if you wanted me to send them via email.

Speaker speaker\_1: Yeah, that'd be fine.

Speaker speaker\_0: All right. Okay. You mind if I put you in a brief hold while I get those for you?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Thank you. Hm, are you there, Ms. Sharp?

Speaker speaker\_1: Yes, sir. I am.

Speaker speaker\_0: Hi. I just sent the inviting card to your email.

Speaker speaker\_1: Okay. Now, uh, I'm in Tennessee. So to find a doctor that I need coverage, where do I go on a website or how do I find out if they have coverage with, with you?

Speaker speaker\_0: There, there, during that email that I sent you, the links could have find... is, is provided in that email.

Speaker speaker\_1: Oh, okay. Well, thank you so much.

Speaker speaker\_0: No problem, Ms. Sharp. Was there anything else I can help with today?

Speaker speaker\_1: No, sir. That is it. You have a good day.

Speaker speaker\_0: You too. Thank you.

Speaker speaker\_1: Thank you. Bye.

Speaker speaker\_0: Bye.