

Transcript: Malcolm

Nash-4979043872325632-4813970897944576

Full Transcript

Hi, um, I'm calling about my insurance. I haven't received an insurance card yet. Hello, can you hear me? Yes, ma'am. What staffing company do you work for? Um, Search Staffing. Last four on your social. 7782. Are you recording right now? I mean, that's... First name? Junior. You said Junior? Yes. Last name? Rafael. For security purposes, can you verify your address and date of birth for me? My address has changed, though. So right now it's 218 Marley Lane, Apartment 3 in Seymour, Indiana. I got it right here. That's not the front, that's not the address that we have on file. Uh, my address just recently changed. Well, what's the, what's the new address then? That one that you did, the one that was on file? You mean the old one or the new one? I'm not sure which one's the old one or the new one. That's why I'm asking them to have- Okay. ... what the ones you just gave me are also on file. So that one is my new one. All right. So I'm a- I'm assuming it's the old one then. Yes. So I will, I will need you to verify the old address. Okay. Give me one moment please, okay? Mm-hmm. Give me a pen. So I have 1369 West 2nd Street, Apartment B11. And that's gonna be in Seymour, Indiana. Were you calling on behalf of someone else, ma'am? Yes. All right. So is there a reason why? Um, he says there's no Haitian translator for him to speak with in the office. He does not speak English or, uh, Spanish, just Haitian Creole. I have him right here if you wanna talk to him. I just need him to verbally give you permission to speak on his behalf. Okay. Alo. Which language can you speak, sir? Do you give her permission to speak on your behalf? Not speaking, not speak English. Ah, yes. All right. Thank you. Okay. Okay. All right. That's the add... That's the old address. So what's the new address? I can get it updated. Of course. It's gonna be 218 Marley Lane. How do you spell that? M-A-L-E-Y. Did you say M-A-L-E-Y or M-A-R-L-E-Y? Let me... Hold on. I think, uh, it's, yeah, it's Marley with an R. M-A-R-L-E-Y. And what was the rest? Uh, Lane, Apartment 3. Two... In the city? Uh, Seymour. How do you spell that? S-E-Y-M-O-U-R. In the city, I mean, the state. Indiana. Zip code? 47274. And date of birth. Birthday is on January 30th, 1984. Thank you. Is the phone number 812-927-1559? Yes. Can we get email at juniorrafael84202@gmail.com? Yes. Thank you. So you just need, you need to send the ID card straight to him? Yes. I'm, I'm assuming because of his address being changed, um, he can't... he hasn't received his, um, insurance card, and that's what he's wanting. Okay. All right. You mind if I run it through before I get that for you? Yes, of course. Thank you. Thank you. Mm-hmm. Are you there yet, ma'am? Yeah, still here. All right, so I just sent those ID- the ID card to his email. It'll take two weeks for it to get to him, basically. Oh, I'm so sorry. Repeat that one more time for me. I just sent him his, his ID card to his email. It will take one- Oh. ... to two weeks for it to get there physically. Okay. Yeah, okay. I explained him that. Uh, give me one moment. Actually, it said that, that email doesn't exist. Hmm, okay. And it bounced back. You can... Give me one moment please, okay? Mm-hmm. Okay, so the email address I have it's, um, junior raphael420@gmail.com. You said junior

raphael8420? Yeah. So there's not... There's another... There's not another two? No, there's not another two. Must've been an enter- Okay then. Must've been a typo. Let me see if this thing's just down. I've altered it in the system. Let's try this again. Uh, I'm just sending it again. Too bad I'm busy. Hey, I just sent it again. Would you be able to confirm it's received? 'Cause it looked like it bounced back to my- One more time. Sorry. I said, I just sent it. W- would you be able to... Have you received it? It doesn't look like it bounced back this time. Perfect. I'll ask him if he... Um, okay. Um, but the... But it will take one to two weeks. Yes, I got it. Okay. Thank you so much. All right. No problem. Anything else I can help y'all with today? No, sir, that's the only thing. All right, if there's nothing else, thanks for calling Benefits on the Card. Hope y'all have a great weekend. I hope you do, too. Bye.

Conversation Format

Speaker speaker_0: Hi, um, I'm calling about my insurance. I haven't received an insurance card yet. Hello, can you hear me?

Speaker speaker_1: Yes, ma'am. What staffing company do you work for?

Speaker speaker_0: Um, Search Staffing.

Speaker speaker_1: Last four on your social.

Speaker speaker_0: 7782.

Speaker speaker_2: Are you recording right now?

Speaker speaker_3: I mean, that's...

Speaker speaker_1: First name?

Speaker speaker_0: Junior.

Speaker speaker_1: You said Junior?

Speaker speaker_0: Yes.

Speaker speaker_1: Last name?

Speaker speaker_0: Rafael.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_0: My address has changed, though. So right now it's 218 Marley Lane, Apartment 3 in Seymour, Indiana.

Speaker speaker_3: I got it right here.

Speaker speaker_1: That's not the front, that's not the address that we have on file.

Speaker speaker_0: Uh, my address just recently changed.

Speaker speaker_1: Well, what's the, what's the new address then? That one that you did, the one that was on file?

Speaker speaker_0: You mean the old one or the new one?

Speaker speaker_1: I'm not sure which one's the old one or the new one. That's why I'm asking them to have-

Speaker speaker_0: Okay.

Speaker speaker_1: ... what the ones you just gave me are also on file.

Speaker speaker_0: So that one is my new one.

Speaker speaker_1: All right. So I'm a- I'm assuming it's the old one then.

Speaker speaker_0: Yes.

Speaker speaker_1: So I will, I will need you to verify the old address.

Speaker speaker_0: Okay. Give me one moment please, okay?

Speaker speaker_1: Mm-hmm.

Speaker speaker_4: Give me a pen.

Speaker speaker_0: So I have 1369 West 2nd Street, Apartment B11. And that's gonna be in Seymour, Indiana.

Speaker speaker_1: Were you calling on behalf of someone else, ma'am?

Speaker speaker_0: Yes.

Speaker speaker_1: All right. So is there a reason why?

Speaker speaker_0: Um, he says there's no Haitian translator for him to speak with in the office. He does not speak English or, uh, Spanish, just Haitian Creole. I have him right here if you wanna talk to him.

Speaker speaker_1: I just need him to verbally give you permission to speak on his behalf.

Speaker speaker_0: Okay.

Speaker speaker_5: Alo.

Speaker speaker_1: Which language can you speak, sir? Do you give her permission to speak on your behalf?

Speaker speaker_5: Not speaking, not speak English. Ah, yes.

Speaker speaker_1: All right. Thank you.

Speaker speaker_5: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: All right. That's the add... That's the old address. So what's the new address? I can get it updated.

Speaker speaker_0: Of course. It's gonna be 218 Marley Lane.

Speaker speaker_1: How do you spell that?

Speaker speaker_0: M-A-L-E-Y.

Speaker speaker_1: Did you say M-A-L-E-Y or M-A-R-L-E-Y?

Speaker speaker_0: Let me... Hold on. I think, uh, it's, yeah, it's Marley with an R. M-A-R-L-E-Y.

Speaker speaker_1: And what was the rest?

Speaker speaker_0: Uh, Lane, Apartment 3.

Speaker speaker_1: Two... In the city?

Speaker speaker_0: Uh, Seymour.

Speaker speaker_1: How do you spell that?

Speaker speaker_0: S-E-Y-M-O-U-R.

Speaker speaker_1: In the city, I mean, the state.

Speaker speaker_0: Indiana.

Speaker speaker_1: Zip code?

Speaker speaker_0: 47274.

Speaker speaker_1: And date of birth.

Speaker speaker_0: Birthday is on January 30th, 1984.

Speaker speaker_1: Thank you. Is the phone number 812-927-1559?

Speaker speaker_0: Yes.

Speaker speaker_1: Can we get email at juniorrafel84202@gmail.com?

Speaker speaker_0: Yes.

Speaker speaker_1: Thank you. So you just need, you need to send the ID card straight to him?

Speaker speaker_0: Yes. I'm, I'm assuming because of his address being changed, um, he can't... he hasn't received his, um, insurance card, and that's what he's wanting.

Speaker speaker_1: Okay. All right. You mind if I run it through before I get that for you?

Speaker speaker_0: Yes, of course. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Are you there yet, ma'am?

Speaker speaker_0: Yeah, still here.

Speaker speaker_1: All right, so I just sent those ID- the ID card to his email. It'll take two weeks for it to get to him, basically.

Speaker speaker_0: Oh, I'm so sorry. Repeat that one more time for me.

Speaker speaker_1: I just sent him his, his ID card to his email. It will take one-

Speaker speaker_0: Oh.

Speaker speaker_1: ... to two weeks for it to get there physically.

Speaker speaker_0: Okay. Yeah, okay. I explained him that.

Speaker speaker_1: Uh, give me one moment. Actually, it said that, that email doesn't exist.

Speaker speaker_0: Hmm, okay.

Speaker speaker_1: And it bounced back.

Speaker speaker_0: You can... Give me one moment please, okay?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, so the email address I have it's, um, junior raphael420@gmail.com.

Speaker speaker_1: You said junior raphael8420?

Speaker speaker_0: Yeah.

Speaker speaker_1: So there's not... There's another... There's not another two?

Speaker speaker_0: No, there's not another two. Must've been an enter-

Speaker speaker_1: Okay then. Must've been a typo. Let me see if this thing's just down.

Speaker speaker_0: I've altered it in the system.

Speaker speaker_1: Let's try this again. Uh, I'm just sending it again.

Speaker speaker_0: Too bad I'm busy.

Speaker speaker_1: Hey, I just sent it again. Would you be able to confirm it's received? 'Cause it looked like it bounced back to my-

Speaker speaker_0: One more time. Sorry.

Speaker speaker_1: I said, I just sent it. W- would you be able to... Have you received it? It doesn't look like it bounced back this time.

Speaker speaker_0: Perfect. I'll ask him if he... Um, okay. Um, but the... But it will take one to two weeks. Yes, I got it.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you so much.

Speaker speaker_1: All right. No problem. Anything else I can help y'all with today?

Speaker speaker_0: No, sir, that's the only thing.

Speaker speaker_1: All right, if there's nothing else, thanks for calling Benefits on the Card. Hope y'all have a great weekend.

Speaker speaker_0: I hope you do, too. Bye.