

Transcript: Malcolm

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Full Transcript

Bank's account, benefits and the card. This is Malcolm. How can I help you? Hi, Malcolm. Uh, what information do you need to verify my account? What staffing company do you work for? Oxford Resources or Oxford Global Resources. What's the last four of your Social? 5741. First name? Sean. For security purposes, could you verify your address and date of birth for me? 413 Central Ave, Unit 14-106 in Pawtucket, Rhode Island, and my date of birth is 6/11/1968. Thank you. So we got your phone number at 788-2080? Correct. And I get email is sean.pratt40@gmail.com? That is correct. All right. How can I help you today, Mr. Pratt? Well, I have a therapist that I see, and I wanna make sure that she is covered. And, uh, and so if I, if I provide you her name and the name of the agency she goes through, would you be able to verify that, um, my benefits would cover my, my therapy sessions? No, ma'am, no sir. Unfortunately, um, you have to go to multiplan.com. That website will pair you with doctors in the area to take care of your insurance. Multiplan.com? Yes, sir. Um, all right. Well, it was a pleasure speaking with you. You have a great day. You too, Mr. Pratt. Thank you. Yep, bye.

Conversation Format

Speaker speaker_0: Bank's account, benefits and the card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. Uh, what information do you need to verify my account?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Oxford Resources or Oxford Global Resources.

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

Speaker speaker_1: 5741.

Speaker speaker_0: First name?

Speaker speaker_1: Sean.

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

Speaker speaker_1: 413 Central Ave, Unit 14-106 in Pawtucket, Rhode Island, and my date of birth is 6/11/1968.

Speaker speaker_0: Thank you. So we got your phone number at 788-2080?

Speaker speaker_1: Correct.

Speaker speaker_0: And I get email is sean.pratt40@gmail.com?

Speaker speaker_1: That is correct.

Speaker speaker_0: All right. How can I help you today, Mr. Pratt?

Speaker speaker_1: Well, I have a therapist that I see, and I wanna make sure that she is covered. And, uh, and so if I, if I provide you her name and the name of the agency she goes through, would you be able to verify that, um, my benefits would cover my, my therapy sessions?

Speaker speaker_0: No, ma'am, no sir. Unfortunately, um, you have to go to multiplan.com. That website will pair you with doctors in the area to take care of your insurance.

Speaker speaker_1: Multiplan.com?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Um, all right. Well, it was a pleasure speaking with you. You have a great day.

Speaker speaker_0: You too, Mr. Pratt. Thank you.

Speaker speaker_1: Yep, bye.