

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, how's it going? I'm doing good. How about you? Pretty good. Trying to get my teeth pulled. How can I help you, sir? Uh, I need my ID number. You said you need your ID num- you said you need your ID card sent to you, your dental card? Yes. What staff and company do you work for? CRC. What's the last four of your social? 1108. Again, 4108? 1108. First name? December. Last name? Brown. For security purposes, can you verify your address and date of birth for me? 162 Gresham Boulevard, St. Matthews, South Carolina 29135. And date of birth? 02/24/'94. Thank you. So we got your phone number, 803-973-2014. Yep. And your email is chatb29@... com. That's it. All right. I just need to put you on brief hold, while I get that ID card for you. All right. Yeah. Hello. How are you? Yeah, something like that. Yeah. You got a strong case, bro. I don't know. Hey, are you there Mr. Brown? Yes, sir, I am. I, I just sent those ID cards to your email. Oh, no I'm about to check before we get off just to make sure I got it. That's fine. I was copying it. Oh. So I do, while I got you on the phone, I do see we're miss- missing a beneficiary for your critical illness. Would you like to add someone? Just need a first name and last name and their relationship to you. Brittany Riley. Is that B-R-I-T-T-A-N-Y? Yes, sir. Is it Riley, is that R-I-L-E-Y? Yes. Who is that to you? Oh, my girl, my lady, my lady. Are y'all, are y'all married? Are y'all espoused? No, we not married. Just, uh... Where the hell... Oh. No, just girlfriend. Okay. She's my girlfriend. All right. Did you receive those ID cards? Yes. The APL. Yes, sir. Your medical- I have 'em. ... card and your dental card. All right. Well, is there anything else I can help you with today, Mr. Brown? This was all I needed. All right. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great weekend, man. Same to you. Take care. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, how's it going?

Speaker speaker_1: I'm doing good. How about you?

Speaker speaker_2: Pretty good. Trying to get my teeth pulled.

Speaker speaker_1: How can I help you, sir?

Speaker speaker_2: Uh, I need my ID number.

Speaker speaker_1: You said you need your ID num- you said you need your ID card sent to you, your dental card?

Speaker speaker_2: Yes.

Speaker speaker_1: What staff and company do you work for?

Speaker speaker_2: CRC.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 1108.

Speaker speaker_1: Again, 4108?

Speaker speaker_2: 1108.

Speaker speaker_1: First name?

Speaker speaker_2: December.

Speaker speaker_1: Last name?

Speaker speaker_2: Brown.

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

Speaker speaker_2: 162 Gresham Boulevard, St. Matthews, South Carolina 29135.

Speaker speaker_1: And date of birth?

Speaker speaker_2: 02/24/'94.

Speaker speaker_1: Thank you. So we got your phone number, 803-973-2014.

Speaker speaker_2: Yep.

Speaker speaker_1: And your email is chatb29@... com.

Speaker speaker_2: That's it.

Speaker speaker_1: All right. I just need to put you on brief hold, while I get that ID card for you.

Speaker speaker_2: All right.

Speaker speaker_1: Yeah.

Speaker speaker_2: Hello. How are you? Yeah, something like that. Yeah. You got a strong case, bro. I don't know.

Speaker speaker_1: Hey, are you there Mr. Brown?

Speaker speaker_2: Yes, sir, I am.

Speaker speaker_1: I, I just sent those ID cards to your email.

Speaker speaker_2: Oh, no I'm about to check before we get off just to make sure I got it.

Speaker speaker_1: That's fine.

Speaker speaker_2: I was copying it. Oh.

Speaker speaker_1: So I do, while I got you on the phone, I do see we're miss- missing a beneficiary for your critical illness. Would you like to add someone? Just need a first name and last name and their relationship to you.

Speaker speaker_2: Brittany Riley.

Speaker speaker_1: Is that B-R-I-T-T-A-N-Y?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Is it Riley, is that R-I-L-E-Y?

Speaker speaker_2: Yes.

Speaker speaker_1: Who is that to you?

Speaker speaker_2: Oh, my girl, my lady, my lady.

Speaker speaker_1: Are y'all, are y'all married? Are y'all espoused?

Speaker speaker_2: No, we not married. Just, uh... Where the hell... Oh. No, just girlfriend.

Speaker speaker_1: Okay.

Speaker speaker_2: She's my girlfriend.

Speaker speaker_1: All right. Did you receive those ID cards?

Speaker speaker_2: Yes. The APL.

Speaker speaker_1: Yes, sir. Your medical-

Speaker speaker_2: I have 'em.

Speaker speaker_1: ... card and your dental card. All right. Well, is there anything else I can help you with today, Mr. Brown?

Speaker speaker_2: This was all I needed.

Speaker speaker_1: All right. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great weekend, man.

Speaker speaker_2: Same to you.

Speaker speaker_1: Take care.

Speaker speaker_2: All right.