

## **Transcript: Malcolm**

**Nash-5173197300350976-6681744525803520**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... benefits and the card. This is Malcolm. How can I help you? Yeah, so I went to go activate my benefits and it's saying that additional information is required. What staffing company you work for? Uh, WorkSource. What's the last four of your Social? 2153. First name? Krag, K-R-A-G. Last name? Bowden, B-O-W-D-E-N. Okay. For security purposes, can you verify your address and date of birth for me? 5801 Kincaid Avenue, Apartment 54, Fort Smith, Arkansas, 72903, 5894. All right. Let's see. There's no phone number. I always like to add a phone number. Uh, yes. 918-413-4083. You said 918-413-4083? Yes. And your email is kragbowden@gmail.com? Yes. Thank you. So it looks like you're already enrolled in coverage, sir. Looks like you have the dental, vision and, uh, preventative care plan. Yeah. I went to... Because where I live at, I'm still waiting on the key to get into my mailbox. Mm-hmm. So I don't have the card. And I'm needing to go to get a tooth extraction today. And I'm trying to get a... either a virtual card or something along that line, so I need to see what all is covered. I see. You want me to send you a digital copy of your card? Yes, sir. And is there any way to look at what all the coverage is through, through y'all? Yeah. I can send you the benefits guide. All right. I appreciate it. No problem. You mind if I pursue a brief hold while I get that stuff for you? Uh, go right ahead. Thank you. Hello. Are you sending me that call? Hey. Are you there, Mr. Bowden? Yes. I just sent the ID card and your, uh, the benefits guide to your email. All right. I appreciate it. No problem. Was there anything else that I can help you with today, Mr. Bowden? Uh, that was it. I really do appreciate it 'cause that probably just saved me an arm and a leg. No problem, man. If there's nothing else, benefits and the card. Hope you have a great rest of your week. Uh, you as well. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... benefits and the card. This is Malcolm. How can I help you?

Speaker speaker\_2: Yeah, so I went to go activate my benefits and it's saying that additional information is required.

Speaker speaker\_1: What staffing company you work for?

Speaker speaker\_2: Uh, WorkSource.

Speaker speaker\_1: What's the last four of your Social?

Speaker speaker\_2: 2153.

Speaker speaker\_1: First name?

Speaker speaker\_2: Krag, K-R-A-G.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Bowden, B-O-W-D-E-N.

Speaker speaker\_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 5801 Kincaid Avenue, Apartment 54, Fort Smith, Arkansas, 72903, 5894.

Speaker speaker\_1: All right. Let's see. There's no phone number. I always like to add a phone number.

Speaker speaker\_2: Uh, yes. 918-413-4083.

Speaker speaker\_1: You said 918-413-4083?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And your email is kragbowden@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. So it looks like you're already enrolled in coverage, sir. Looks like you have the dental, vision and, uh, preventative care plan.

Speaker speaker\_2: Yeah. I went to... Because where I live at, I'm still waiting on the key to get into my mailbox.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So I don't have the card. And I'm needing to go to get a tooth extraction today. And I'm trying to get a... either a virtual card or something along that line, so I need to see what all is covered.

Speaker speaker\_1: I see. You want me to send you a digital copy of your card?

Speaker speaker\_2: Yes, sir. And is there any way to look at what all the coverage is through, through y'all?

Speaker speaker\_1: Yeah. I can send you the benefits guide.

Speaker speaker\_2: All right. I appreciate it.

Speaker speaker\_1: No problem. You mind if I pursue a brief hold while I get that stuff for you?

Speaker speaker\_2: Uh, go right ahead.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Hello. Are you sending me that call?

Speaker speaker\_1: Hey. Are you there, Mr. Bowden?

Speaker speaker\_2: Yes.

Speaker speaker\_1: I just sent the ID card and your, uh, the benefits guide to your email.

Speaker speaker\_2: All right. I appreciate it.

Speaker speaker\_1: No problem. Was there anything else that I can help you with today, Mr. Bowden?

Speaker speaker\_2: Uh, that was it. I really do appreciate it 'cause that probably just saved me an arm and a leg.

Speaker speaker\_1: No problem, man. If there's nothing else,

Speaker speaker\_0: benefits and the card. Hope you have a great rest of your week.

Speaker speaker\_2: Uh, you as well.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Bye-bye.