

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Hey, Malcolm. How you doing? I'm doing good. How about you? Oh, I'm fine. Um, I talked to someone... My name is Trent Butts, first of all, and I work for ATC. Mm-hmm. And I talked to someone about maybe 30 minutes ago. It was concerning, um, a benefit insurance on, on my child, and he's no longer, um, I'm paying child support. And the gentleman said that I had needed to get a copy of that discharge order from court to send in for him to be able to stop that. And I just, can I get a email or from you all? So you need, so what exactly do you need? You need the- Yeah, a email. So you need to get the order printed? Yeah, I got, I got a copy of my discharge order for child support, because they still was taking, uh, the insurance out, and I'm no longer paying child support. And he said he just need a copy of the, um, discharge order from court, and I have it, and I just want a email from you all. What email were you looking for exactly? So I can send it to you, send it to you, a copy. Oh, okay. So you just wanted some type of email to be able to send documentation. Yeah, to you. Yes, sir. Okay. What staffing company you work for? You said ATC? AT- ATC, yes, sir. The last four of your social? Five, five, seven, fo'. Hold on shrieked? Wait a minute. I'm going to get you something. Hold on. Give me one moment. I'm going to cook you something up. First name? Um, Trent Butts. For security purposes, can you verify your address and date of birth for me? Um, 256-53-5574. Address is 141 Pilo Circle, Milledgeville, Georgia 31061. Do you- Sir? So the email is tbutts@oconeecenter.com? Yes, sir. Send your requested documents email, and then you can put in that information. But I have a personal email outside of my, um, work email. I'm gonna send it from my personal email. So which, which email did you want us to send it to? Um, trent_butts35@yahoo.com. You said trent_butts35@yahoo.com? Yes, sir. All right. So I'm going to go ahead and send it to both just in case, and then you can just respond to, to wh- whichever one you want to send it from. Okay. All right. So I just sent that requested document email. Okay. So let me ask you a question, sir. Once you all recei- receive that documentation, would it take up to, what, five, seven days or...? Um, that's handled by our back office, so I couldn't tell you how long it would take. Okay. All right. So was there anything else I can help you with today, Mr. Trent? That would be it, sir. Well, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great weekend now. All right. You, too. Bye. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm, how can I help you?

Speaker speaker_1: Hey, Malcolm. How you doing?

Speaker speaker_0: I'm doing good. How about you?

Speaker speaker_1: Oh, I'm fine. Um, I talked to someone... My name is Trent Butts, first of all, and I work for ATC.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I talked to someone about maybe 30 minutes ago. It was concerning, um, a benefit insurance on, on my child, and he's no longer, um, I'm paying child support. And the gentleman said that I had needed to get a copy of that discharge order from court to send in for him to be able to stop that. And I just, can I get a email or from you all?

Speaker speaker_0: So you need, so what exactly do you need? You need the-

Speaker speaker_1: Yeah, a email.

Speaker speaker_0: So you need to get the order printed?

Speaker speaker_1: Yeah, I got, I got a copy of my discharge order for child support, because they still was taking, uh, the insurance out, and I'm no longer paying child support. And he said he just need a copy of the, um, discharge order from court, and I have it, and I just want a email from you all.

Speaker speaker_0: What email were you looking for exactly?

Speaker speaker_1: So I can send it to you, send it to you, a copy.

Speaker speaker_0: Oh, okay. So you just wanted some type of email to be able to send documentation.

Speaker speaker_1: Yeah, to you. Yes, sir.

Speaker speaker_0: Okay. What staffing company you work for? You said ATC?

Speaker speaker_1: AT- ATC, yes, sir.

Speaker speaker_0: The last four of your social?

Speaker speaker_1: Five, five, seven, fo'. Hold on shrieked? Wait a minute. I'm going to get you something. Hold on. Give me one moment. I'm going to cook you something up.

Speaker speaker_0: First name?

Speaker speaker_1: Um, Trent Butts.

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

Speaker speaker_1: Um, 256-53-5574. Address is 141 Pilo Circle, Milledgeville, Georgia 31061.

Speaker speaker_0: Do you-

Speaker speaker_1: Sir?

Speaker speaker_0: So the email is tbutts@oconeecenter.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Send your requested documents email, and then you can put in that information.

Speaker speaker_1: But I have a personal email outside of my, um, work email. I'm gonna send it from my personal email.

Speaker speaker_0: So which, which email did you want us to send it to?

Speaker speaker_1: Um, trent_butts35@yahoo.com.

Speaker speaker_0: You said trent_butts35@yahoo.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. So I'm going to go ahead and send it to both just in case, and then you can just respond to, to wh- whichever one you want to send it from.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So I just sent that requested document email.

Speaker speaker_1: Okay. So let me ask you a question, sir. Once you all receive that documentation, would it take up to, what, five, seven days or...?

Speaker speaker_0: Um, that's handled by our back office, so I couldn't tell you how long it would take.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So was there anything else I can help you with today, Mr. Trent?

Speaker speaker_1: That would be it, sir.

Speaker speaker_0: Well, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great weekend now.

Speaker speaker_1: All right. You, too. Bye.

Speaker speaker_0: Thank you.