

Transcript: Malcolm

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Full Transcript

... it's your time benefits and a card. This is Malcolm. How can I help you? Hi, this is Tina Chenault and I have received my medical card and my vision card, but I have never received my dental card yet. All right. What staffing company do you work for? Versella. Are you sure you don't have your dental card and you haven't received your medical card? Because typically it's the other way around. With you- with the medical card, you gotta call and request a physical one to be sent, otherwise it's only sent via email. Yeah. I requested my medical card and, and I got my vision, but no, I don't have my dental. Okay. What's the last four of your social? 9553. First name? Tina. Say that again, ma'am? Tina. You said Tina? Yes. Last name? Chenault. For security purposes, can you verify your address and date of birth for me? 830 Cloudy Wind Drive, Apartment 400, Indianapolis, Indiana 46227 11562. Can you see we got your phone number 317-797-9587? Yes. And the email is tina last name1@hotmail.com? Yes. So did you want me to send them digitally or did you want them physically or did you want them both? Um, if you could just go ahead and mail it because they don't stay on my phone so, yeah, if you just mail it to me, that'd be fine. Okay. All right. So let me go ahead and add it up for you. All right. All right. I got that request then it'll take one to two weeks to get to you physically. Okay. All right. All right. Well, is there anything else I can help you with today, Miss Tina? I think that's it. I think that's it. If there's nothing else, thanks for calling Benefits and a Card. I hope you have a great rest of your week. Thank you. You too. Take care. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: ... it's your time benefits and a card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, this is Tina Chenault and I have received my medical card and my vision card, but I have never received my dental card yet.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: Versella.

Speaker speaker_0: Are you sure you don't have your dental card and you haven't received your medical card? Because typically it's the other way around. With you- with the medical card, you gotta call and request a physical one to be sent, otherwise it's only sent via email.

Speaker speaker_1: Yeah. I requested my medical card and, and I got my vision, but no, I don't have my dental.

Speaker speaker_0: Okay. What's the last four of your social?

Speaker speaker_1: 9553.

Speaker speaker_0: First name?

Speaker speaker_1: Tina.

Speaker speaker_0: Say that again, ma'am?

Speaker speaker_1: Tina.

Speaker speaker_0: You said Tina?

Speaker speaker_1: Yes.

Speaker speaker_0: Last name?

Speaker speaker_1: Chenault.

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

Speaker speaker_1: 830 Cloudy Wind Drive, Apartment 400, Indianapolis, Indiana 46227 11562.

Speaker speaker_0: Can you see we got your phone number 317-797-9587?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is tina last name1@hotmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So did you want me to send them digitally or did you want them physically or did you want them both?

Speaker speaker_1: Um, if you could just go ahead and mail it because they don't stay on my phone so, yeah, if you just mail it to me, that'd be fine.

Speaker speaker_0: Okay. All right. So let me go ahead and add it up for you. All right. All right. I got that request then it'll take one to two weeks to get to you physically.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Miss Tina?

Speaker speaker_1: I think that's it. I think that's it.

Speaker speaker_0: If there's nothing else, thanks for calling Benefits and a Card. I hope you have a great rest of your week.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Take care.

Speaker speaker_1: Mm-hmm. Bye.