

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits Center Card. This is Malcolm. How can I help you? Yes, this is, uh, Glenn Stokes. I was calling about, uh, ID cards. What staffing house you looking for? I was told that I was going to go to Wingo Staffing. Last four of your Social? 9192. First name? Glenn. Last name? Stokes. And for security purposes, can you verify your address and date of birth for me? 330 J.F. Stuart Road, Martinsville, Virginia 24112. Birth 10/22/1970. Can you say that address one more time? 330 J.F. Stuart Road, Martinsville, Virginia 24112. Thank you. So we got a good phone number, it's 276-340-0101. Yes. And your email is glennstks@gmail.com? Yes, it is. Thank you. So it looks like your coverage just became active this past Monday. I can check to see if your ID cards are available. Typically they're not available- Excuse me, sir. Excuse me. Excuse me. Go ahead. They told me twice that they sent a email with the ID. Say that again. I haven't received it. I've been told twice by two other people that the email's been sent with their IDs. I haven't received it yet. Have you checked your spam folder 'cause sometimes it does get sent to there? Yes, I did. I did at spam, trash. All right. Do you mind if I put your number before while I get those for you and send them again, and I can confirm before we get off the phone that you received them? Mm-hmm. Hey, how you doing, Mr. Stokes? I'm here. All right, I just sent those to your email. Could you confirm that you received them? Just a moment. Yes, I got 'em this time. Thank you very much, sir. No problem. Is there anything else I can help you with today, Mr. Stokes? No, that's all I needed. Did you want me to send them physically as well? Yeah, the last lady I talked to said she entered that, but you can check and make sure. Okay. Yeah, I see, I see in the notes where it was. All right. Okay. I do see you're, you're missing a busi- beneficiary for your life insurance policy. Would you like to add that information while I got you on the phone? I will just need the first name and last name, and their relationship to you. Uh, well, I actually have two. Can I split that? Yes, sir. Uh, first is, uh, Brandon, B-R-A-N-D-O-N Stokes, S-T-O-K-E-S. And who is that to you? My son. Yeah. All right, and the next one sir? Bryson, B-R-Y-S-O-N Stokes, S-T-O-K-E-S. My son also. Yeah. All right, I got that updated for you, Mr. Stokes. Was there anything else I can help you with today? No, that's all. Appreciate it. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week, man. All right, you too. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits Center Card. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, this is, uh, Glenn Stokes. I was calling about, uh, ID cards.

Speaker speaker_0: What staffing house you looking for?

Speaker speaker_1: I was told that I was going to go to Wingo Staffing.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: 9192.

Speaker speaker_0: First name?

Speaker speaker_1: Glenn.

Speaker speaker_0: Last name?

Speaker speaker_1: Stokes.

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

Speaker speaker_1: 330 J.F. Stuart Road, Martinsville, Virginia 24112. Birth 10/22/1970.

Speaker speaker_0: Can you say that address one more time?

Speaker speaker_1: 330 J.F. Stuart Road, Martinsville, Virginia 24112.

Speaker speaker_0: Thank you. So we got a good phone number, it's 276-340-0101.

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is glennstks@gmail.com?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: Thank you. So it looks like your coverage just became active this past Monday. I can check to see if your ID cards are available. Typically they're not available-

Speaker speaker_1: Excuse me, sir. Excuse me. Excuse me.

Speaker speaker_0: Go ahead.

Speaker speaker_1: They told me twice that they sent a email with the ID.

Speaker speaker_0: Say that again.

Speaker speaker_1: I haven't received it. I've been told twice by two other people that the email's been sent with their IDs. I haven't received it yet.

Speaker speaker_0: Have you checked your spam folder 'cause sometimes it does get sent to there?

Speaker speaker_1: Yes, I did. I did at spam, trash.

Speaker speaker_0: All right. Do you mind if I put your number before while I get those for you and send them again, and I can confirm before we get off the phone that you received them?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Hey, how you doing, Mr. Stokes?

Speaker speaker_1: I'm here.

Speaker speaker_0: All right, I just sent those to your email. Could you confirm that you received them?

Speaker speaker_1: Just a moment. Yes, I got 'em this time. Thank you very much, sir.

Speaker speaker_0: No problem. Is there anything else I can help you with today, Mr. Stokes?

Speaker speaker_1: No, that's all I needed.

Speaker speaker_0: Did you want me to send them physically as well?

Speaker speaker_1: Yeah, the last lady I talked to said she entered that, but you can check and make sure.

Speaker speaker_0: Okay. Yeah, I see, I see in the notes where it was. All right.

Speaker speaker_1: Okay.

Speaker speaker_0: I do see you're, you're missing a busi- beneficiary for your life insurance policy. Would you like to add that information while I got you on the phone? I will just need the first name and last name, and their relationship to you.

Speaker speaker_1: Uh, well, I actually have two. Can I split that?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, first is, uh, Brandon, B-R-A-N-D-O-N Stokes, S-T-O-K-E-S.

Speaker speaker_0: And who is that to you?

Speaker speaker_1: My son.

Speaker speaker_0: Yeah. All right, and the next one sir?

Speaker speaker_1: Bryson, B-R-Y-S-O-N Stokes, S-T-O-K-E-S. My son also.

Speaker speaker_0: Yeah. All right, I got that updated for you, Mr. Stokes. Was there anything else I can help you with today?

Speaker speaker_1: No, that's all. Appreciate it. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week, man.

Speaker speaker_1: All right, you too. Thank you.

Speaker speaker_0: Thank you.