

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? I recently had joined. I can't understand you, sir. I had joined the insurance thing for the job that y'all have covered or whatever. Mm-hmm. And this man was like, "I'm going to get a card that's sent to my house." And it's been three weeks and I never got that card. What staffing company do you work for? Um, Liberty Time. I need the staffing company you went through to get the job, sir. Um, CRC. Last four of your social? 5644- First name? Xavier McVey. Last name? Mathis. And just for security purposes, can you verify your address and date of birth for me? 04046 Fraser Street, Newberry, South Carolina 803... You said address and date of birth? Yeah. Address and date of birth, please. Um, 11/03/2002. And what was the zip code? Um, 29108. Thank you. So your phone number 803-220-7099? Hello? Are you there, sir? Yeah. So your phone number is 803-220-7099? Yeah. And the email is treblekvng, with a V instead of an I, 33@gmail.com? Mr. Mathis? You said call up... What did you say for the email? Treble K-V-N-G 33@gmail.com. Ah, yeah. Right. So it's your medical card, you have to call and request a physical one be sent. Otherwise it's going to be sent via email. What I can do, I can go ahead and get it sent again on your email. Do you want a physical copy sent as well? Yeah, I want the email. Sir, are you living at home or an apartment? I need to know. That, either one back home but I just recommend the email if I could show my school. So you only want it in the email? Yeah. All right. My number is- Can I get both? That's why I just asked you, sir. Are you in an apartment or you in a home? Yeah, I want both home. And there's no PO box? Um, no. Okay. So I'm going to have to put you on brief hold so I can get those ID card, get that ID card for you. Okay. Thank you. Hey, Mr. Mathis. Yeah. All right. I just sent that ID card to your email and I've sent a request for it to be sent physically. A physical one will take one to two weeks to get to you. And you should get the email one. Okay. Over. I'm like, what's the email title going to be? If I could see. It'll be from the info@benefitsinthe car.com. Is it going to be in spam? I don't know. Sometimes it does go to spam. Okay. I see it. All right. Was there anything else I could help you with today, Mr. Mathis? That's good. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great weekend, man. You too. See you.

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: I recently had joined.

Speaker speaker_1: I can't understand you, sir.

Speaker speaker_2: I had joined the insurance thing for the job that y'all have covered or whatever.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And this man was like, "I'm going to get a card that's sent to my house." And it's been three weeks and I never got that card.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Um, Liberty Time.

Speaker speaker_1: I need the staffing company you went through to get the job, sir.

Speaker speaker_2: Um, CRC.

Speaker speaker_1: Last four of your social?

Speaker speaker_2: 5644-

Speaker speaker_1: First name?

Speaker speaker_2: Xavier McVey.

Speaker speaker_1: Last name?

Speaker speaker_2: Mathis.

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

Speaker speaker_2: 04046 Fraser Street, Newberry, South Carolina 803... You said address and date of birth?

Speaker speaker_1: Yeah. Address and date of birth, please.

Speaker speaker_2: Um, 11/03/2002.

Speaker speaker_1: And what was the zip code?

Speaker speaker_2: Um, 29108.

Speaker speaker_1: Thank you. So your phone number 803-220-7099? Hello? Are you there, sir?

Speaker speaker_2: Yeah.

Speaker speaker_1: So your phone number is 803-220-7099?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email is treblekvng, with a V instead of an I, 33@gmail.com? Mr. Mathis?

Speaker speaker_2: You said call up... What did you say for the email?

Speaker speaker_1: Treble K-V-N-G 33@gmail.com.

Speaker speaker_2: Ah, yeah.

Speaker speaker_1: Right. So it's your medical card, you have to call and request a physical one be sent. Otherwise it's going to be sent via email. What I can do, I can go ahead and get it sent again on your email. Do you want a physical copy sent as well?

Speaker speaker_2: Yeah, I want the email.

Speaker speaker_1: Sir, are you living at home or an apartment?

Speaker speaker_2: I need to know. That, either one back home but I just recommend the email if I could show my school.

Speaker speaker_1: So you only want it in the email?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. My number is-

Speaker speaker_2: Can I get both?

Speaker speaker_1: That's why I just asked you, sir. Are you in an apartment or you in a home?

Speaker speaker_2: Yeah, I want both home.

Speaker speaker_1: And there's no PO box?

Speaker speaker_2: Um, no.

Speaker speaker_1: Okay. So I'm going to have to put you on brief hold so I can get those ID card, get that ID card for you.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you. Hey, Mr. Mathis.

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. I just sent that ID card to your email and I've sent a request for it to be sent physically. A physical one will take one to two weeks to get to you. And you should get the email one.

Speaker speaker_2: Okay.

Speaker speaker_1: Over.

Speaker speaker_2: I'm like, what's the email title going to be? If I could see.

Speaker speaker_1: It'll be from the info@benefitsinthe car.com.

Speaker speaker_2: Is it going to be in spam? I don't know.

Speaker speaker_1: Sometimes it does go to spam.

Speaker speaker_2: Okay. I see it.

Speaker speaker_1: All right. Was there anything else I could help you with today, Mr. Mathis?

Speaker speaker_2: That's good.

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

Speaker speaker_2: You too.

Speaker speaker_1: See you.