

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... this is Benefits in a Card. This is Malcolm. How can I help you? Hey, Malcolm. It's Felicia at APL. How are you doing today? I'm doing good. How are you doing? I'm doing good. Thank you very much. Listen, I have an insured that, uh, her wallet was stolen and her medical... her, uh, insurance cards were stolen. Okay. And so she wants to notify you. I know with us we're going to set up a code word. If she calls in, she'll have to verify the code word because she's afraid that this other person is going to be using her insurance. Yes, ma'am. Um, her name is Kimberly. What's your address? Yeah, she just needs to notify y'all and I, I don't know what measures can be taken. But, um- What's her last name? Lacross. L-A-C-R-O-S-S. Thank you. All right. You can transfer her over. All right. Thank you, Malcolm. I hope you have a wonderful day. You also 00:01:31thank you. Let me get her on the line. Thank you. Ms. Kimberly? This is Yes, it is. Can I get email as trax_20_20... cloud.com? Yes, it is. Thank you. And you say you want to have, like, a... you said a password? Like a password or code or something. Because just in case she calls in and pretends that she's me. Okay. I will make a note of it inside for the notes for when you call. So what did you want that word to be? Kodiak. Say that again? K-O-D-I-A-K. Spell it one more... You spelled i... What was the word? Kodiak. Kodiak. K-O-D... A-C... you said K-O-D-A-K... No, uh, K as in, um... Say K as in, um... K-O-D-I-A-K... How about K as in kite? Yeah. Like the bear, uh, Kodiak Bear. So K as in kite, O as in oxen, D as in delta, A as in alpha, K as in kite? Yeah. Okay. All right. I made that... I made a note in the system for you. Right, so then I'm putting the request for your IDs... ID cards to be sent. Please be advised it takes one to two weeks for the ID cards to get to you. And I'm going to get them sent t... uh, via email as well, the digital copies. Okay. Thank you so much. No problem. Okay, thank you so much. I appreciate it. No problem. Was there anything else I can help you with today, m- Ms. Kimberly? No, that... That should do it and all that... Thank you so much. I appreciate it. No problem. If there's nothing else, thanks for calling Benefits in the Car, and I hope you have a great rest of your week. Okay, thank you so much. No problem.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... this is Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. It's Felicia at APL. How are you doing today?

Speaker speaker_1: I'm doing good. How are you doing?

Speaker speaker_2: I'm doing good. Thank you very much. Listen, I have an insured that, uh, her wallet was stolen and her medical... her, uh, insurance cards were stolen.

Speaker speaker_1: Okay.

Speaker speaker_2: And so she wants to notify you. I know with us we're going to set up a code word. If she calls in, she'll have to verify the code word because she's afraid that this other person is going to be using her insurance.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Um, her name is Kimberly.

Speaker speaker_1: What's your address?

Speaker speaker_2: Yeah, she just needs to notify y'all and I, I don't know what measures can be taken. But, um-

Speaker speaker_1: What's her last name?

Speaker speaker_2: Lacross. L-A-C-R-O-S-S.

Speaker speaker_1: Thank you. All right. You can transfer her over.

Speaker speaker_2: All right. Thank you, Malcolm. I hope you have a wonderful day.

Speaker speaker_1: You also 00:01:31thank you.

Speaker speaker_2: Let me get her on the line. Thank you. Ms. Kimberly?

Speaker speaker_3: This is

Speaker speaker_4: Yes, it is.

Speaker speaker_5: Can I get email as trax_20_20... cloud.com?

Speaker speaker_4: Yes, it is.

Speaker speaker_5: Thank you. And you say you want to have, like, a... you said a password?

Speaker speaker_4: Like a password or code or something. Because just in case she calls in and pretends that she's me.

Speaker speaker_5: Okay. I will make a note of it inside for the notes for when you call. So what did you want that word to be?

Speaker speaker_4: Kodiak.

Speaker speaker_5: Say that again?

Speaker speaker_4: K-O-D-I-A-K.

Speaker speaker_5: Spell it one more... You spelled i-... What was the word?

Speaker speaker_4: Kodiak. Kodiak.

Speaker speaker_5: K-O-D... A-C... you said K-O-D-A-K...

Speaker speaker_4: No, uh, K as in, um... Say K as in, um...

Speaker speaker_5: K-O-D-I-A-K...

Speaker speaker_4: How about K as in kite? Yeah. Like the bear, uh, Kodiak Bear.

Speaker speaker_5: So K as in kite, O as in oxen, D as in delta, A as in alpha, K as in kite?

Speaker speaker_4: Yeah.

Speaker speaker_5: Okay. All right. I made that... I made a note in the system for you. Right, so then I'm putting the request for your IDs... ID cards to be sent. Please be advised it takes one to two weeks for the ID cards to get to you. And I'm going to get them sent t... uh, via email as well, the digital copies.

Speaker speaker_4: Okay. Thank you so much.

Speaker speaker_5: No problem.

Speaker speaker_4: Okay, thank you so much. I appreciate it.

Speaker speaker_5: No problem. Was there anything else I can help you with today, m- Ms. Kimberly?

Speaker speaker_4: No, that... That should do it and all that... Thank you so much. I appreciate it.

Speaker speaker_5: No problem. If there's nothing else, thanks for calling Benefits in the Car, and I hope you have a great rest of your week.

Speaker speaker_4: Okay, thank you so much.

Speaker speaker_5: No problem.