

Transcript: Malcolm

Nash-5263607481155584-6072260165550080

Full Transcript

He needs to calm... If he's in the car, this is Malcolm. How can I help you? Hey man, this is, um, Jaylen Reynolds speaking. Um, I know at work I think y'all started taking money off my, out of my check for y'all's health insurance and I just wanna know if y'all already sent my, my health insurance information through the mail yet or not, 'cause I have a new address actually where I need to update it. What's the- So, if y'all already have it- ... staffing company you work for? Huh? Which staffing company you work for? Uh, AmeriStaff. Last four of your Social? 2170. Okay. For security purposes can you verify your address and date of birth for me? Yeah, uh, shit, I can't even remember. It was, uh, 8- 1807 E. Church Street, Mooresville, 24112. Was that it? Yes, sir. And your date of birth? Oh, yeah. March 30th, 1993. Thank you. What's your new address? Um, shh, I don't even... Call, um... Hold on one second. Mm-hmm. Hold up. Yeah. Yeah. Hold on one second, man. Hey, what ha- Can you tell if y'all... So y'all haven't sent anything out yet already? No, sir. We haven't because you haven't called and requested it. No physical medical card don't get sent until you call and request it otherwise it's only sent via email. Oh, okay. Good. Good then. Okay. Hold on just a second, let me get the address real fast. Hey, Dennis, what's y'all's address? 'Cause he got a, um, his health insurance stuff coming in the mail. He had to chan- He had to change from Kalaya's house to your house. 655 Stella Loop. Huh? 655 Stella Loop. 655 Stella Loop. That's Spencer, Virginia. Spencer. Spencer, Virginia. Okay. Spencer, Virginia, yeah. Yeah, 6- With a S-P-E-N-C-E-R? Yeah, 655 Stella, S-T-E-L-L-A, Loop L-O-O-P Road, Spencer, Virginia. S-P-E-N-C-E-R, Virginia. What's the zip code? The zip code? 24165. What? Say that? 24165. 24165. Thank you. So he said 655 Stella Loop Road, Spencer, Virginia, 24165? Yeah. Is that a home or an apartment? It's a home. Yeah. I got your phone number at 734-9495. No, no. It's this number right here. Can you see it? What's the new number? Uh, uh, 968-0991. You said 968-0991? Yeah. Thank you. And the email is jaylen_reynolds_33@gmail.com? No, it's, uh, it's a new one. It's, uh, jaylen_reynolds330@gmail.com. So first name, last name 330 at gmail.com? Yeah. Mind if I put you on a brief hold to get, while I get that card for you? Yeah, yeah. Go ahead. Thank you. You got his information?... here. Wanna make sure it's gone to them. Make sure it's gone to them. Are you there with me today? Yeah, I'm here. I- I- I sent the ID card to your email. Can you confirm that you received it? Yes. Let me go home. It should be from the info@benefitsinthecard.com. Hold on, say what now? I just sent the ID card to your email. Can you re- confirm that you received it? It should be from the info@benefitsinthecard.com. Yeah. Yeah, I got it right here. All right. And your physical card, one to two weeks to get to you. Say what? Yes. Your physical card will take one to two weeks to get to you. Oh, one to two weeks? Yes, sir. Okay. Okay, um, so I- I- I'm gonna need to get that card before I can be able to go anywhere? No, sir. You can use the card that I sent you in your email. It's the same card. It's just the digital version. Oh, okay. I see there at the bottom.

Okay, okay. Okay. All right. Will do. I appreciate it. Did I miss anything? Uh, no. You covered everything. Thank you. No problem. Thanks for calling Benefits in the Card Hope. You have a great weekend, man. You too. See you. Bye.

Conversation Format

Speaker speaker_0: He needs to calm... If he's in the car, this is Malcolm. How can I help you?

Speaker speaker_1: Hey man, this is, um, Jaylen Reynolds speaking. Um, I know at work I think y'all started taking money off my, out of my check for y'all's health insurance and I just wanna know if y'all already sent my, my health insurance information through the mail yet or not, 'cause I have a new address actually where I need to update it.

Speaker speaker_0: What's the-

Speaker speaker_1: So, if y'all already have it-

Speaker speaker_0: ... staffing company you work for?

Speaker speaker_1: Huh?

Speaker speaker_0: Which staffing company you work for?

Speaker speaker_1: Uh, AmeriStaff.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: 2170.

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

Speaker speaker_1: Yeah, uh, shit, I can't even remember. It was, uh, 8- 1807 E. Church Street, Mooresville, 24112. Was that it?

Speaker speaker_0: Yes, sir. And your date of birth?

Speaker speaker_1: Oh, yeah. March 30th, 1993.

Speaker speaker_0: Thank you. What's your new address?

Speaker speaker_1: Um, shh, I don't even... Call, um... Hold on one second.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Hold up. Yeah. Yeah. Hold on one second, man. Hey, what ha- Can you tell if y'all... So y'all haven't sent anything out yet already?

Speaker speaker_0: No, sir. We haven't because you haven't called and requested it. No physical medical card don't get sent until you call and request it otherwise it's only sent via

email.

Speaker speaker_1: Oh, okay. Good. Good then. Okay. Hold on just a second, let me get the address real fast. Hey, Dennis, what's y'all's address? 'Cause he got a, um, his health insurance stuff coming in the mail. He had to chan- He had to change from Kalaya's house t- to your house. 655 Stella Loop. Huh?

Speaker speaker_0: 655 Stella Loop.

Speaker speaker_1: 655 Stella Loop.

Speaker speaker_0: That's Spencer, Virginia.

Speaker speaker_1: Spencer.

Speaker speaker_0: Spencer, Virginia. Okay.

Speaker speaker_1: Spencer, Virginia, yeah. Yeah, 6-

Speaker speaker_0: With a S-P-E-N-C-E-R?

Speaker speaker_1: Yeah, 655 Stella, S-T-E-L-L-A, Loop L-O-O-P Road, Spencer, Virginia. S-P-E-N-C-E-R, Virginia. What's the zip code?

Speaker speaker_0: The zip code? 24165.

Speaker speaker_1: What? Say that?

Speaker speaker_0: 24165.

Speaker speaker_1: 24165.

Speaker speaker_0: Thank you. So he said 655 Stella Loop Road, Spencer, Virginia, 24165?

Speaker speaker_1: Yeah.

Speaker speaker_0: Is that a home or an apartment?

Speaker speaker_1: It's a home. Yeah.

Speaker speaker_0: I got your phone number at 734-9495.

Speaker speaker_1: No, no. It's this number right here. Can you see it?

Speaker speaker_0: What's the new number?

Speaker speaker_1: Uh, uh, 968-0991.

Speaker speaker_0: You said 968-0991?

Speaker speaker_1: Yeah.

Speaker speaker_0: Thank you. And the email is jaylen_reynolds_33@gmail.com?

Speaker speaker_1: No, it's, uh, it's a new one. It's, uh, jaylen_reynolds330@gmail.com.

Speaker speaker_0: So first name, last name 330 at gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Mind if I put you on a brief hold to get, while I get that card for you?

Speaker speaker_1: Yeah, yeah. Go ahead.

Speaker speaker_0: Thank you.

Speaker speaker_2: You got his information?

Speaker speaker_3: ... here.

Speaker speaker_4: Wanna make sure it's gone to them.

Speaker speaker_3: Make sure it's gone to them.

Speaker speaker_0: Are you there with me today?

Speaker speaker_3: Yeah, I'm here.

Speaker speaker_0: I- I- I sent the ID card to your email. Can you confirm that you received it?

Speaker speaker_3: Yes. Let me go home.

Speaker speaker_0: It should be from the info@benefitsinthecard.com.

Speaker speaker_3: Hold on, say what now?

Speaker speaker_0: I just sent the ID card to your email. Can you re- confirm that you received it? It should be from the info@benefitsinthecard.com.

Speaker speaker_3: Yeah. Yeah, I got it right here.

Speaker speaker_0: All right. And your physical card, one to two weeks to get to you.

Speaker speaker_3: Say what?

Speaker speaker_0: Yes. Your physical card will take one to two weeks to get to you.

Speaker speaker_3: Oh, one to two weeks?

Speaker speaker_0: Yes, sir.

Speaker speaker_3: Okay. Okay, um, so I- I- I'm gonna need to get that card before I can be able to go anywhere?

Speaker speaker_0: No, sir. You can use the card that I sent you in your email. It's the same card. It's just the digital version.

Speaker speaker_3: Oh, okay. I see there at the bottom. Okay, okay. Okay. All right. Will do. I appreciate it.

Speaker speaker_0: Did I miss anything?

Speaker speaker_3: Uh, no. You covered everything. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Card Hope. You have a great weekend, man.

Speaker speaker_3: You too.

Speaker speaker_0: See you.

Speaker speaker_3: Bye.