

Transcript: Malcolm

Nash-5357430092644352-6458251115020288

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, my name is Jesse Robinson and I was trying to see what my, uh, insurance information was. What staffing company are you working for? Hamilton Rocket. Last four of your social? 0729. First name? Jesse. Last name? Robinson. For security purposes, can you verify your address and date of birth for me? 20034 Booker T Road Aberdeen, Mississippi 39730. And you said, what, uh, my birthday? Mm-hmm. 09082005. Yes, sir. 09082005. Yeah. So we got your phone number, 662-304-0595? Yes, sir. And we got email as jesserobinson9805@gmail.com? Yes, sir. Thank you. All right, so you said you need your ID cards sent to you? Yeah, I need the information 'cause I have to go to the dentist. You mind if I put you in a brief hold while I see if they're available? I'm sorry? Do you mind if I put you in a brief hold while I see if they are available? All right. Thank you. Are you still here, Mr. Robinson? Yes. I just sent those ID cards to your email. You sent them by email? Yes, sir. Let me go look. They should be from an info@benefitsinacard.com. Sometimes it does go to your spam folder as well. I got it. Okay. Is there anything else I can help you with today, Mr. Robinson? No, sir. Thank you. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your evening. All right, you too. See you.

Conversation Format

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

Speaker speaker_1: Hi, my name is Jesse Robinson and I was trying to see what my, uh, insurance information was.

Speaker speaker_0: What staffing company are you working for?

Speaker speaker_1: Hamilton Rocket.

Speaker speaker_0: Last four of your social?

Speaker speaker_1: 0729.

Speaker speaker_0: First name?

Speaker speaker_1: Jesse.

Speaker speaker_0: Last name?

Speaker speaker_1: Robinson.

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

Speaker speaker_1: 20034 Booker T Road Aberdeen, Mississippi 39730. And you said, what, uh, my birthday?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 09082005.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 09082005.

Speaker speaker_0: Yeah. So we got your phone number, 662-304-0595?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And we got email as jesserobinson9805@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. All right, so you said you need your ID cards sent to you?

Speaker speaker_1: Yeah, I need the information 'cause I have to go to the dentist.

Speaker speaker_0: You mind if I put you in a brief hold while I see if they're available?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Do you mind if I put you in a brief hold while I see if they are available?

Speaker speaker_1: All right.

Speaker speaker_0: Thank you. Are you still here, Mr. Robinson?

Speaker speaker_1: Yes.

Speaker speaker_0: I just sent those ID cards to your email.

Speaker speaker_1: You sent them by email?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Let me go look.

Speaker speaker_0: They should be from an info@benefitsinacard.com. Sometimes it does go to your spam folder as well.

Speaker speaker_1: I got it.

Speaker speaker_0: Okay. Is there anything else I can help you with today, Mr. Robinson?

Speaker speaker_1: No, sir. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your evening.

Speaker speaker_1: All right, you too.

Speaker speaker_0: See you.