

Transcript: Malcolm

Nash-5468017727291392-5355299213066240

Full Transcript

Thanks for calling Benefits in the Car, this is Malcolm. How can I help you? Yes, sir. My name taisethgathings. I was trying to see, had my benefits kicked in and, um, I just came down with something heavy, man. I had to go to Urgent Care. Okay. What staffing company do you work for? Hamilton Michael. What's the last four of your social number? 6403. You said it's 6403? Yes, sir. First name? Taiseth Gathings. Oh, shit. Mm. You said taisethgathering? Gathings, G-A-T-H-I-N-G-S. Right. For security purposes, can you verify your address and date of birth for me? Yes, sir. 202, uh, Milford Street, Apartment 142, Columbus, Mississippi 38801, 12171801. Thank you. So it looks like your coverage just became active this past Monday. It takes one to two weeks for your ID cards to get to you physically. All right. Could you get me the medical number? So you want your ID card sent digitally? Y- yes, sir. Uh-huh, uh-huh. I can see if they're available but typically they're not available till around Thursday or Friday. You mind if I put you in a brief hold? That's fine. Thank you. Davis? Yes, sir. So what would be a good email to send it to you? I see we have a taisgathings6@gmail.com. Is that a good email? No, sir. It's, uh, misspelled. It's, it's taiseth, lowercase, then gathings6@gmail.com. Thank you. Let's make sure the spelling is right. Could you repeat it back to me? Well, I've corrected it for you. It's taisgathings6@gmail.com. Yes, sir. That's it. Okay. So I just sent you an ID card to your email. It'll take one to two weeks for your physical card to get to you. Okay. Thank you. Thank you very much, man. Have a good one. No problem, sir. Is there anything else I can help you with today? Uh, no, sir. Pray for me. Yes, sir. Was there... If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. Thank you, sir. You too. Thank you. Yes, sir.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car, this is Malcolm. How can I help you?

Speaker speaker_1: Yes, sir. My name taisethgathings. I was trying to see, had my benefits kicked in and, um, I just came down with something heavy, man. I had to go to Urgent Care.

Speaker speaker_0: Okay. What staffing company do you work for?

Speaker speaker_1: Hamilton Michael.

Speaker speaker_0: What's the last four of your social number?

Speaker speaker_1: 6403.

Speaker speaker_0: You said it's 6403?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: First name?

Speaker speaker_1: Taiseth Gathings. Oh, shit.

Speaker speaker_0: Mm. You said taisethgathering?

Speaker speaker_1: Gathings, G-A-T-H-I-N-G-S.

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

Speaker speaker_1: Yes, sir. 202, uh, Milford Street, Apartment 142, Columbus, Mississippi 38801, 12171801.

Speaker speaker_0: Thank you. So it looks like your coverage just became active this past Monday. It takes one to two weeks for your ID cards to get to you physically.

Speaker speaker_1: All right. Could you get me the medical number?

Speaker speaker_0: So you want your ID card sent digitally?

Speaker speaker_1: Y- yes, sir. Uh-huh, uh-huh.

Speaker speaker_0: I can see if they're available but typically they're not available till around Thursday or Friday. You mind if I put you in a brief hold?

Speaker speaker_1: That's fine.

Speaker speaker_0: Thank you. Davis?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: So what would be a good email to send it to you? I see we have a taisgathings6@gmail.com. Is that a good email?

Speaker speaker_1: No, sir. It's, uh, misspelled. It's, it's taiseth, lowercase, then gathings6@gmail.com.

Speaker speaker_0: Thank you.

Speaker speaker_1: Let's make sure the spelling is right. Could you repeat it back to me?

Speaker speaker_0: Well, I've corrected it for you. It's taisgathings6@gmail.com.

Speaker speaker_1: Yes, sir. That's it. Okay.

Speaker speaker_0: So I just sent you an ID card to your email. It'll take one to two weeks for your physical card to get to you.

Speaker speaker_1: Okay. Thank you. Thank you very much, man. Have a good one.

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

Speaker speaker_1: Uh, no, sir. Pray for me.

Speaker speaker_0: Yes, sir. Was there... If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: Thank you, sir. You too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Yes, sir.