

## Transcript: Malcolm

Nash-5501948739633152-5509424935518208

### Full Transcript

All right, there's a mouse on my piece. Hi. Yeah, my name is Diamond Horton and I'm calling because I have insurance through you guys, and I put it in the VI- VIP, uh, Standard. I have the... And it says card number. Uh- You're breaking up really I'm sorry? What did you say? Hello? Hello? Can you hear me? Hello? Can you hear me, ma'am? I am now. 'Cause you're breaking up and your signal's really bad. I'm sitting in my house. My signal is not breaking up. I can hear you better now. Okay. Now how can I help you? Uh, my name is Diamond Horton and I got employed through Hamilton Licker at a factory, and I put in for a VIP Standard Insurance, but I have not received my insurance card. All right. What's the last four of your Social? 7761. First name? Diamond. Last name? Horton. H-O-R-T-O-N. Okay. For security purposes, can you verify your address and date of birth for me? My date of birth is 4/20/94 and my address is 15768 Beaverdam Road, Caneyville, Kentucky 42721. Thank you. So we got your phone number, 270-308-8933? Yes. And the email is diamondbishop420@gmail.com? Yes. All right, so with the card is you... With the coverage you got enrolled into, you have to request the physical card be sent. Otherwise, it's only sent via email. So what I can do, I can put in a request for it to be sent physically and I can send another copy via email, while you wait on the physical copy. Mm-hmm. That, that will work. All right. Now, if I put you on a brief hold, will I get that card for you? No, sir. Thank you. Are you there, Ms. Diamond? Yes. All right. I just sent that ID card to your email. It'll take one to two weeks for the physical copy to get to you. Just to verify, your address is 15768 Beaverdam Road, Caneyville, Kentucky 42721? Yes. All right. And is that a home or an apartment? It's an apartment. What's the apartment number? Um, they don't have a number. They, they call it the upper apartment. Hmm. Okay. Uh, all right. Well, was there anything else I could help you with today, Ms. Horton? No, that's it. All right. If there's nothing else, thanks for calling. I'm going to place in a card. Hope you have a great rest of your day. You too. Thank you. No problem.

### Conversation Format

Speaker speaker\_0: All right, there's a mouse on my piece.

Speaker speaker\_1: Hi. Yeah, my name is Diamond Horton and I'm calling because I have insurance through you guys, and I put it in the VI- VIP, uh, Standard. I have the... And it says card number. Uh-

Speaker speaker\_0: You're breaking up really

Speaker speaker\_2: I'm sorry? What did you say? Hello? Hello?

Speaker speaker\_0: Can you hear me?

Speaker speaker\_2: Hello?

Speaker speaker\_0: Can you hear me, ma'am?

Speaker speaker\_2: I am now.

Speaker speaker\_0: 'Cause you're breaking up and your signal's really bad.

Speaker speaker\_2: I'm sitting in my house. My signal is not breaking up.

Speaker speaker\_0: I can hear you better now.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Now how can I help you?

Speaker speaker\_2: Uh, my name is Diamond Horton and I got employed through Hamilton Licker at a factory, and I put in for a VIP Standard Insurance, but I have not received my insurance card.

Speaker speaker\_0: All right. What's the last four of your Social?

Speaker speaker\_2: 7761.

Speaker speaker\_0: First name?

Speaker speaker\_2: Diamond.

Speaker speaker\_0: Last name?

Speaker speaker\_2: Horton. H-O-R-T-O-N.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: My date of birth is 4/20/94 and my address is 15768 Beaverdam Road, Caneyville, Kentucky 42721.

Speaker speaker\_0: Thank you. So we got your phone number, 270-308-8933?

Speaker speaker\_2: Yes.

Speaker speaker\_0: And the email is diamondbishop420@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_0: All right, so with the card is you... With the coverage you got enrolled into, you have to request the physical card be sent. Otherwise, it's only sent via email. So what I can do, I can put in a request for it to be sent physically and I can send another copy via email, while you wait on the physical copy.

Speaker speaker\_1: Mm-hmm. That, that will work. All right. Now, if I put you on a brief hold, will I get that card for you?

Speaker speaker\_2: No, sir.

Speaker speaker\_0: Thank you. Are you there, Ms. Diamond?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. I just sent that ID card to your email. It'll take one to two weeks for the physical copy to get to you. Just to verify, your address is 15768 Beaverdam Road, Caneyville, Kentucky 42721?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. And is that a home or an apartment?

Speaker speaker\_1: It's an apartment.

Speaker speaker\_0: What's the apartment number?

Speaker speaker\_1: Um, they don't have a number. They, they call it the upper apartment.

Speaker speaker\_0: Hmm. Okay. Uh, all right. Well, was there anything else I could help you with today, Ms. Horton?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: All right. If there's nothing else, thanks for calling. I'm going to place in a card. Hope you have a great rest of your day.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: No problem.