

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card, this is Malcolm. How can I help you? Hey. Yes, sir. Um, I was hoping you could, um, possibly, uh, first email me so I can have it now, but also send me a copy of my actual insurance card. Um, for some reason your website doesn't give you the ability to view that. That's a little weird to me. But, um, I need to have a card to go see a doctor and I don't have a card. All right. What staffing company do you work for, sir? I'm sorry, what's that? What staffing company do you work for? Um, MAU. The last four of your social? 7085. First name? Uh, Stephen with a P-H. Last name? Nganaway. All right. For security purposes, can you verify your address and date of birth for me? Um, address should be 500 Norwich Road, apartment number 47. Um, did you say birthdate as well? Yes, sir. Uh, birthdate is 12-28-85. Thank you. So we got your phone number, 706-261-1810? That's it. And I guess email is steveobk1984@gmail.com? That's also it. All right. You said you just need your m- ID card sent to you? Yeah. And it, and, like I said, if you could, if, if I'm able to get one emailed and also, like, a, a hard copy, um, that would be great. I can print one, but if you guys send, like, a, a plastic one, that'd be b- much better for the wallet. Yes, sir. You mind if I put you in a brief hold while I get those for you? Uh, absolutely. Thank you. Hey, are you there, Mr. Knox? Yeah, sir. All right. So it looks like I just sent you, I just sent you those ID cards. Can you confirm that you received them? Uh, yeah, I'm, I'm putting you down for just a minute while I look at my phone, okay? I'll be right back. Mm-hmm. Yes, I got them. You know what, um, and, uh, I mean, I appreciate you doing it. Uh, I actually already had those cards. My HR here, um, at my place of employment told me that, uh, that APL was not the appropriate one. So, um, I could have had this days ago. But either way, um, I appreciate it. It's good, it's good to know I'm, I'm, uh, I had the right one. Okay. And you say you need them physically as well, correct? Uh, yes, if you would please send some physical ones out as well, please. All right. So that would take one to two weeks to get to you physically. Okay. That's no problem. All right. Well, was there anything else I can help you with today, Mr. Knox? Uh, no, that was it. You've been very helpful, man. I appreciate everything. No problem. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week. Yeah, you as well, bud. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hey. Yes, sir. Um, I was hoping you could, um, possibly, uh, first email me so I can have it now, but also send me a copy of my actual insurance card. Um, for some reason your website doesn't give you the ability to view that. That's a little weird to me. But, um, I need to have a card to go see a doctor and I don't have a card.

Speaker speaker_0: All right. What staffing company do you work for, sir?

Speaker speaker_1: I'm sorry, what's that?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Um, MAU.

Speaker speaker_0: The last four of your social?

Speaker speaker_1: 7085.

Speaker speaker_0: First name?

Speaker speaker_1: Uh, Stephen with a P-H.

Speaker speaker_0: Last name?

Speaker speaker_1: Nganaway.

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

Speaker speaker_1: Um, address should be 500 Norwich Road, apartment number 47. Um, did you say birthdate as well?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, birthdate is 12-28-85.

Speaker speaker_0: Thank you. So we got your phone number, 706-261-1810?

Speaker speaker_1: That's it.

Speaker speaker_0: And I guess email is steveobk1984@gmail.com?

Speaker speaker_1: That's also it.

Speaker speaker_0: All right. You said you just need your m- ID card sent to you?

Speaker speaker_1: Yeah. And it, and, like I said, if you could, if, if I'm able to get one emailed and also, like, a, a hard copy, um, that would be great. I can print one, but if you guys send, like, a, a plastic one, that'd be b- much better for the wallet.

Speaker speaker_0: Yes, sir. You mind if I put you in a brief hold while I get those for you?

Speaker speaker_1: Uh, absolutely.

Speaker speaker_0: Thank you. Hey, are you there, Mr. Knox?

Speaker speaker_2: Yeah, sir.

Speaker speaker_0: All right. So it looks like I just sent you, I just sent you those ID cards. Can you confirm that you received them?

Speaker speaker_2: Uh, yeah, I'm, I'm putting you down for just a minute while I look at my phone, okay? I'll be right back.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Yes, I got them. You know what, um, and, uh, I mean, I appreciate you doing it. Uh, I actually already had those cards. My HR here, um, at my place of employment told me that, uh, that APL was not the appropriate one. So, um, I could have had this days ago. But either way, um, I appreciate it. It's good, it's good to know I'm, I'm, uh, I had the right one.

Speaker speaker_0: Okay. And you say you need them physically as well, correct?

Speaker speaker_2: Uh, yes, if you would please send some physical ones out as well, please.

Speaker speaker_0: All right. So that would take one to two weeks to get to you physically.

Speaker speaker_2: Okay. That's no problem.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Mr. Knox?

Speaker speaker_2: Uh, no, that was it. You've been very helpful, man. I appreciate everything.

Speaker speaker_0: No problem. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker_2: Yeah, you as well, bud.

Speaker speaker_0: Thank you.

Speaker speaker_2: Bye-bye.

Speaker speaker_0: Bye.