

Transcript: Malcolm

Nash-5667330134589440-6350937429852160

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Yes. So my name is Jerry Postell. A... a... a while back, a few months ago, I had, um, went to the emergency room when I didn't have my insurance information, so I had called and seen can I get a physical card. And, uh, I never received a card. That person I was talking to, they said they were sending it, but I never got it, because my email had changed, so I couldn't pull it up while I was at the emergency room, and I've been trying to get a- I've been trying to get ahold to the insurance company and I'm... Now, I'm able to get to it, because it had, uh... The emergency room hadn't been compensate- compensated yet. So you need your ID card? Yes. Okay. Well, is that from something you work for? Can you put that on record? I work for MAU. Work for- What's the last four- I mean, M- MAU. Um... Okay, go ahead. What's the last four of your social? My last four of my social is, uh, 7016. First name? Jerry. Last name? Postell, P-O-S-T-E-L-L. Okay. For security purposes, can you verify your address and date of birth for me? My address is 234 Seneca Circle, Town Falls, South Carolina. Zip code 29... 29628. My birthday is seven months, 20 days, 67 years. Thank you. So we got your phone number, 864-378-0332? Yes, sir. And your email is waynepostell@gmail.com? Yes. Hey. Now, if I put you on a brief hold, while I get that card for you? Okay. Thank you. Are you there, Mr. J? Yes. I just... All right. So I just sent you your new medical card to your email. You sent it to who? Uh, you know what? Okay. I'm looking, see, but I was going to tell you this through the, um... Well, that mean I don't know, because see I don't have that phone no more. I don't know if it's gonna still come up. If you need another email, I can send it to your other email. Yes. Can you send it to, uh, sadiriap@gmail.com? Com? Can you spell... Can you spell it out for me, sir? Uh, S-A-D-I-R-I-A. You said S-A- S-A-D-I-R-I-A. You said S as in snake, A as in apple, V as in Victor, I as in eagle, R as in red- No, not D. I- D as in dog. S as in snake, A as in apple, D as in dog, I as in issue, R as in rabbit and I as in issue again and A as in apple. And what was the rest? Uh, sadiriap@gmail.com. P as in Paul? Yes. All right. I just sent the ID card to your email. All right. Okay, 'cause, uh... And I appreciate. What's your name again? Malcolm. Malcolm. All right. Appreciate you, Malcolm, and you have a happy and safe holidays. You too, Mr. Jerry. Thank you. All right. Don't spend too much money. Too late for that. I know that's it. I know that's right. All right. You have a good day. Thank you. You too, man. Thank you. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Yes. So my name is Jerry Postell. A... a... a while back, a few months ago, I had, um, went to the emergency room when I didn't have my insurance information, so I had called and seen can I get a physical card. And, uh, I never received a card. That person I was talking to, they said they were sending it, but I never got it, because my email had changed, so I couldn't pull it up while I was at the emergency room, and I've been trying to get a- I've been trying to get ahold to the insurance company and I'm... Now, I'm able to get to it, because it had, uh... The emergency room hadn't been compensate- compensated yet.

Speaker speaker_1: So you need your ID card?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Well, is that from something you work for?

Speaker speaker_2: Can you put that on record? I work for MAU. Work for-

Speaker speaker_1: What's the last four-

Speaker speaker_2: I mean, M- MAU. Um... Okay, go ahead.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: My last four of my social is, uh, 7016.

Speaker speaker_1: First name?

Speaker speaker_2: Jerry.

Speaker speaker_1: Last name?

Speaker speaker_2: Postell, P-O-S-T-E-L-L.

Speaker speaker_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: My address is 234 Seneca Circle, Town Falls, South Carolina. Zip code 29... 29628. My birthday is seven months, 20 days, 67 years.

Speaker speaker_1: Thank you. So we got your phone number, 864-378-0332?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And your email is waynepostell@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Hey. Now, if I put you on a brief hold, while I get that card for you?

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you. Are you there, Mr. J?

Speaker speaker_2: Yes.

Speaker speaker_1: I just... All right. So I just sent you your new medical card to your email.

Speaker speaker_2: You sent it to who? Uh, you know what? Okay. I'm looking, see, but I was going to tell you this through the, um... Well, that mean I don't know, because see I don't have that phone no more. I don't know if it's gonna still come up.

Speaker speaker_1: If you need another email, I can send it to your other email.

Speaker speaker_2: Yes. Can you send it to, uh, sadiriap@gmail.com? Com?

Speaker speaker_1: Can you spell... Can you spell it out for me, sir?

Speaker speaker_2: Uh, S-A-D-I-R-I-A.

Speaker speaker_1: You said S-A-

Speaker speaker_2: S-A-D-I-R-I-A.

Speaker speaker_1: You said S as in snake, A as in apple, V as in Victor, I as in eagle, R as in red-

Speaker speaker_2: No, not D.

Speaker speaker_1: I-

Speaker speaker_2: D as in dog. S as in snake, A as in apple, D as in dog, I as in issue, R as in rabbit and I as in issue again and A as in apple.

Speaker speaker_1: And what was the rest?

Speaker speaker_2: Uh, sadiriap@gmail.com.

Speaker speaker_1: P as in Paul?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I just sent the ID card to your email.

Speaker speaker_2: All right. Okay, 'cause, uh... And I appreciate. What's your name again?

Speaker speaker_1: Malcolm.

Speaker speaker_2: Malcolm. All right. Appreciate you, Malcolm, and you have a happy and safe holidays.

Speaker speaker_1: You too, Mr. Jerry. Thank you.

Speaker speaker_2: All right. Don't spend too much money.

Speaker speaker_1: Too late for that.

Speaker speaker_2: I know that's it. I know that's right. All right. You have a good day. Thank you.

Speaker speaker_1: You too, man. Thank you.

Speaker speaker_2: All right.