Transcript: Malcolm Nash-5689856741261312-6602935985422336

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey. Yes, I was calling to see, I had received a card in the mail for my job, and I was seeing if, um, the coverage was active. What staffing company do you work for? Certz. What's the last four of your social? Certz. 1604. 1604. Six. One- You said 1604? 1604. First name? Yes, sir. Laterrica. Thanks. For security purposes, can you verify your address and date of birth for me? 311 South Mountain Street, Union, South Carolina, 29379. 08211999. Thank you. Huh? Thanks, it looks like your coverage has been active since March 3rd. It's been active? It's been active since a- March 3rd. Okay. Thank you. No problem. Was there anything else I can help you with today? No, sir. All right. Well, if there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week.

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, I was calling to see, I had received a card in the mail for my job, and I was seeing if, um, the coverage was active.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Certz.

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

Speaker speaker_1: Certz. 1604.

Speaker speaker_0: 1604. Six.

Speaker speaker_1: One-

Speaker speaker_0: You said 1604?

Speaker speaker_1: 1604.

Speaker speaker_0: First name?

Speaker speaker_1: Yes, sir. Laterrica.

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

Speaker speaker_1: 311 South Mountain Street, Union, South Carolina, 29379. 08211999.

Speaker speaker_0: Thank you.

Speaker speaker_1: Huh?

Speaker speaker_0: Thanks, it looks like your coverage has been active since March 3rd.

Speaker speaker_1: It's been active?

Speaker speaker_0: It's been active since a- March 3rd.

Speaker speaker_1: Okay. Thank you.

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

Speaker speaker_1: No, sir.

Speaker speaker_0: All right. Well, if there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week.