

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, this is Xavier Wilson. Uh, I was recently hired on as a, a temporary employee for American Staff Corp, and I was told to call this number to either validate my insurance or opt out, but I wanted to, uh- Okay. I'm sorry? Go ahead. Oh, I just wanted to see if, like, uh, it was taking the 16.81 out of my check for just regular checkups for the doctor? What's the last four of your social? Four three, I mean, 6349. First name? Xavier. For security purposes, can you verify your address and date of birth for me? 6205 Southeast 52nd Street, and date of birth of 4/21/2003. I need the city state and ZIP code as well. 73135. New city and state? Oklahoma City, Oklahoma. Thank you. So we got your phone number, 405-617-3231. Yes, correct. And your email is xavierwilson11@gmail.com? Mm-hmm. Thanks. So yeah, it looks like your coverage just started this week. Oh, okay. And what, uh, what information would I need if I wanted to go, like, uh, go see, like, set up an appointment or...? So you, you'll receive your ID card in one to two weeks physically. If you needed a digital copy, they're either not available until around Thursday or Friday, if you wanted to call back then to get a digital version sent to you. Okay, that works. All right. Well, is there anything else I can help you with today, Mr. Wilson? Oh, no. Thank you, sir. Thanks so much. No problem. Thanks for calling Benefits in the Car. I do hope you have a great rest of your week. You as well. Thank you.

Conversation Format

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

Speaker speaker_1: Uh, this is Xavier Wilson. Uh, I was recently hired on as a, a temporary employee for American Staff Corp, and I was told to call this number to either validate my insurance or opt out, but I wanted to, uh-

Speaker speaker_0: Okay.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Go ahead.

Speaker speaker_1: Oh, I just wanted to see if, like, uh, it was taking the 16.81 out of my check for just regular checkups for the doctor?

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

Speaker speaker_1: Four three, I mean, 6349.

Speaker speaker_0: First name?

Speaker speaker_1: Xavier.

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

Speaker speaker_1: 6205 Southeast 52nd Street, and date of birth of 4/21/2003.

Speaker speaker_0: I need the city state and ZIP code as well.

Speaker speaker_1: 73135.

Speaker speaker_0: New city and state?

Speaker speaker_1: Oklahoma City, Oklahoma.

Speaker speaker_0: Thank you. So we got your phone number, 405-617-3231.

Speaker speaker_1: Yes, correct.

Speaker speaker_0: And your email is xavierwilson11@gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Thanks. So yeah, it looks like your coverage just started this week.

Speaker speaker_1: Oh, okay. And what, uh, what information would I need if I wanted to go, like, uh, go see, like, set up an appointment or...?

Speaker speaker_0: So you, you'll receive your ID card in one to two weeks physically. If you needed a digital copy, they're either not available until around Thursday or Friday, if you wanted to call back then to get a digital version sent to you.

Speaker speaker_1: Okay, that works.

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

Speaker speaker_1: Oh, no. Thank you, sir. Thanks so much.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. I do hope you have a great rest of your week.

Speaker speaker_1: You as well.

Speaker speaker_0: Thank you.