

Transcript: Malcolm

Nash-5755320255692800-6299253259943936

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. I'm benefits in the card. This is Malcolm. How can I help you? How you doing, Malcolm? This is Damon. Um, I was calling, um, to see, um, how I can, um, get my assurance package, um, activated. What staff or company do you work for, sir? Um, it was Integrity Tracers. Last four of your Social? 2967. First name? Damon, D-A-M-O-N. Last name? Patterson. And for security purposes, can you verify your address and date of birth for me? 15541 Honore Avenue, Hartville, Illinois. And, um- And your date of birth? 2967. Oh, date of birth is, uh, July 31, '91. Q, see here your phone number is 708-733-4608. Oh, it's, uh, it's a new number, it's 708-796-3105. And your email is damonselfmade91@gmail.com? Yeah. Q. You said you want to get your cover- get back enrolled in coverage? Yeah. All right, so what I'ma have to do, I'ma send you a three-year account for eligibility review to see if you're eligible to get back enrolled. It takes 24 hours- 48 hours for the review, but once I get back I'll give you a call and let you know if you're eligible to get back enrolled or not. All right, thank you. No problem, Mr. Damon. Was there anything else I can help you with today? No, sir. Okay. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week, man.

Conversation Format

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

Speaker speaker_1: I'm benefits in the card. This is Malcolm. How can I help you?

Speaker speaker_2: How you doing, Malcolm? This is Damon. Um, I was calling, um, to see, um, how I can, um, get my assurance package, um, activated.

Speaker speaker_1: What staff or company do you work for, sir?

Speaker speaker_2: Um, it was Integrity Tracers.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: 2967.

Speaker speaker_1: First name?

Speaker speaker_2: Damon, D-A-M-O-N.

Speaker speaker_1: Last name?

Speaker speaker_2: Patterson.

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

Speaker speaker_2: 15541 Honore Avenue, Hartville, Illinois. And, um-

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 2967. Oh, date of birth is, uh, July 31, '91.

Speaker speaker_1: Q, see here your phone number is 708-733-4608.

Speaker speaker_2: Oh, it's, uh, it's a new number, it's 708-796-3105.

Speaker speaker_1: And your email is damonselfmade91@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Q. You said you want to get your cover- get back enrolled in coverage?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right, so what I'ma have to do, I'ma send you a three-year account for eligibility review to see if you're eligible to get back enrolled. It takes 24 hours- 48 hours for the review, but once I get back I'll give you a call and let you know if you're eligible to get back enrolled or not.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: No problem, Mr. Damon. Was there anything else I can help you with today?

Speaker speaker_2: No, sir.

Speaker speaker_1: Okay. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week, man.