

Transcript: Malcolm

Nash-5758059327995904-5370039877713920

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks a lot. I'm gonna put this on the card. This is Malcolm, how can I help you? Uh, yes, sir. I was trying to, uh, enroll in, uh, in benefits. What staff or company do you work for? Um, WorkSource. The last four of your social? 5006. First name? Ra- Rato. Last name? Rone. All right, for security purposes, can you verify your address and date of birth for me? Oh, yes. 1307 North 35th Street. And then, uh, 12/14/2000. I need to see your state and zip code as well. Uh, 72904. And the city and state? Fort Smith, Arkansas. Thank you. So we got your phone number at 515-7376. Yes. And your email is marcus0097@icloud.com? Yes. Okay. So it looks like we have coverage. You have the dental and the vision. Would you wanna add on coverage? Oh, no, I was just, uh, you said it's already c- I already have it. Yeah, you have dental and vision coverage. Would you wanna add more? Oh, no, that was it. Uh, I was just... Uh, I guess I'm really just trying to see, uh, when would I be able to, uh, to use it. Like set up an appointment for, like, glasses or whatever? Your coverage has been active since November 4th. Okay. Uh, do I need, like, a card? Have you not received your vision card? Uh, no, sir. Okay. You mind if I put you on brief hold while I get that for you? Yes. Yes, sir. Thank you. Uh, are you there, Mr. Rone? Yes, sir. So do you need, um, you need both the dental and the vision card? Yes, sir. Okay. Do you mind if I put you on brief hold again? Yes. I mean, n- no, not a problem. Thank you. Hey, there, Mr. Rone. Uh, yes, sir? I just sent the inviting card to your email. Okay. Okay. All right. Was there anything else I can help you with today? Um... Uh, you sent it to my email, so that's all... I just got to show them that? Yes, sir. Okay. Okay, bet. That works. Uh, no, that'll be it. I appreciate it. No problem, Mr. Rone. If there's nothing else, thanks for the time and for fixing the car. I hope you have a great rest of your day. Yes, sir. Thank you. You, too. No problem. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks a lot. I'm gonna put this on the card. This is Malcolm, how can I help you?

Speaker speaker_2: Uh, yes, sir. I was trying to, uh, enroll in, uh, in benefits.

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

Speaker speaker_2: Um, WorkSource.

Speaker speaker_1: The last four of your social?

Speaker speaker_2: 5006.

Speaker speaker_1: First name?

Speaker speaker_2: Ra- Rato.

Speaker speaker_1: Last name?

Speaker speaker_2: Rone.

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

Speaker speaker_2: Oh, yes. 1307 North 35th Street. And then, uh, 12/14/2000.

Speaker speaker_1: I need to see your state and zip code as well.

Speaker speaker_2: Uh, 72904.

Speaker speaker_1: And the city and state?

Speaker speaker_2: Fort Smith, Arkansas.

Speaker speaker_1: Thank you. So we got your phone number at 515-7376.

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is marcus0097@icloud.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So it looks like we have coverage. You have the dental and the vision. Would you wanna add on coverage?

Speaker speaker_2: Oh, no, I was just, uh, you said it's already c- I already have it.

Speaker speaker_1: Yeah, you have dental and vision coverage. Would you wanna add more?

Speaker speaker_2: Oh, no, that was it. Uh, I was just... Uh, I guess I'm really just trying to see, uh, when would I be able to, uh, to use it. Like set up an appointment for, like, glasses or whatever?

Speaker speaker_1: Your coverage has been active since November 4th.

Speaker speaker_2: Okay. Uh, do I need, like, a card?

Speaker speaker_1: Have you not received your vision card?

Speaker speaker_2: Uh, no, sir.

Speaker speaker_1: Okay. You mind if I put you on brief hold while I get that for you?

Speaker speaker_2: Yes. Yes, sir.

Speaker speaker_1: Thank you. Uh, are you there, Mr. Rone?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: So do you need, um, you need both the dental and the vision card?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Do you mind if I put you on brief hold again?

Speaker speaker_2: Yes. I mean, n- no, not a problem.

Speaker speaker_1: Thank you.

Speaker speaker_3: Hey, there, Mr. Rone.

Speaker speaker_2: Uh, yes, sir?

Speaker speaker_3: I just sent the inviting card to your email.

Speaker speaker_2: Okay. Okay.

Speaker speaker_3: All right. Was there anything else I can help you with today?

Speaker speaker_2: Um... Uh, you sent it to my email, so that's all... I just got to show them that?

Speaker speaker_3: Yes, sir.

Speaker speaker_2: Okay. Okay, bet. That works. Uh, no, that'll be it. I appreciate it.

Speaker speaker_3: No problem, Mr. Rone. If there's nothing else, thanks for the time and for fixing the car. I hope you have a great rest of your day.

Speaker speaker_2: Yes, sir. Thank you. You, too.

Speaker speaker_3: No problem. Thank you.