

Transcript: Malcolm

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Full Transcript

This is, um, Benefits and the Card. This is Malcolm. How can I help you? Hi, Malcolm. This is Debbie Spinks. I'm trying to get a copy of my insurance card. What staffing company do you work for? Wagner Staffing. What's the last four of your social? 4553. First name? Debbie. And for security purposes, can you verify your address and date of birth for me? 1045 High Falls Road, Griffin, Georgia 30223. Mm. Date of birth? August 13th, '74. Thank you. So we got your phone number, 404-275-2212. Yes, sir. And your email isjewel.spinks@icloud.com. Yes, sir. You, which ID cards do you need? Um, at least make two copies of 'em. I said, which ID cards does you need? Oh, my vision and my health card. All right. You mind if I put you on brief hold while I get those for you? Sure. Thank you. Hello. This is, um, this is- I called from this same number this morning just to get a copy of my insurance card. This is some bullshit. Can you hear me, Debbie? My god, I thought you forgot about me. No, ma'am. I'm just getting your IDs card for you, but I did just send them to your email. You sent 'em to my email? Yes, ma'am. You can't... You can't, like, send me a, a card out in the mail? Like, I've got a dis- an, an, uh, uh- Oh, those are- ... eye doctor appointment coming up the 22nd. Those have already been sent, ma'am. It take one to two weeks to get to you once your coverage becomes active. Your coverage just became active this past Monday. This past Monday? Because I've been showing on my checks y'all have been taken out for almost three weeks now. All right. If that's the case, I'm gonna have to send you an afternoon question- It's, it's, okay. It, it's- ... email. No, no, no, it's okay. I just want a, a copy of 'em mailed out to me. It doesn't matter how long it takes for them to get there. I would just like 'em in my wallet. I understand. Okay, so yeah, you should receive them within one to two weeks. Your coverage just became active on the 3rd. Thank you, sir. I appreciate it. No problem. And I sent the digit- you have digital copies in your email as well. Thank you. No problem. Miss Spinks. You have a good day. You have a great weekend. You too.

Conversation Format

Speaker speaker_0: This is, um, Benefits and the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm. This is Debbie Spinks. I'm trying to get a copy of my insurance card.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Wagner Staffing.

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

Speaker speaker_1: 4553.

Speaker speaker_0: First name?

Speaker speaker_1: Debbie.

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

Speaker speaker_1: 1045 High Falls Road, Griffin, Georgia 30223.

Speaker speaker_0: Mm. Date of birth?

Speaker speaker_1: August 13th, '74.

Speaker speaker_0: Thank you. So we got your phone number, 404-275-2212.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is jewel.spinks@icloud.com.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: You, which ID cards do you need?

Speaker speaker_1: Um, at least make two copies of 'em.

Speaker speaker_0: I said, which ID cards does you need?

Speaker speaker_1: Oh, my vision and my health card.

Speaker speaker_0: All right. You mind if I put you on brief hold while I get those for you?

Speaker speaker_1: Sure.

Speaker speaker_0: Thank you.

Speaker speaker_2: Hello. This is, um, this is- I called from this same number this morning just to get a copy of my insurance card. This is some bullshit.

Speaker speaker_0: Can you hear me, Debbie?

Speaker speaker_1: My god, I thought you forgot about me.

Speaker speaker_0: No, ma'am. I'm just getting your IDs card for you, but I did just send them to your email.

Speaker speaker_1: You sent 'em to my email?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: You can't... You can't, like, send me a, a card out in the mail? Like, I've got a dis- an, an, uh, uh-

Speaker speaker_0: Oh, those are-

Speaker speaker_1: ... eye doctor appointment coming up the 22nd.

Speaker speaker_0: Those have already been sent, ma'am. It take one to two weeks to get to you once your coverage becomes active. Your coverage just became active this past Monday.

Speaker speaker_1: This past Monday? Because I've been showing on my checks y'all have been taken out for almost three weeks now.

Speaker speaker_0: All right. If that's the case, I'm gonna have to send you an afternoon question-

Speaker speaker_1: It's, it's, okay. It, it's-

Speaker speaker_0: ... email.

Speaker speaker_1: No, no, no, it's okay. I just want a, a copy of 'em mailed out to me. It doesn't matter how long it takes for them to get there. I would just like 'em in my wallet.

Speaker speaker_0: I understand. Okay, so yeah, you should receive them within one to two weeks. Your coverage just became active on the 3rd.

Speaker speaker_1: Thank you, sir. I appreciate it.

Speaker speaker_0: No problem. And I sent the digit- you have digital copies in your email as well.

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem. Miss Spinks.

Speaker speaker_1: You have a good day.

Speaker speaker_0: You have a great weekend. You too.