

Transcript: Malcolm

Nash-5782242599419904-4609481707405312

Full Transcript

Hi, this is Malcolm. How can I help you? Um, yes, sir. I'm calling to figure out the name of the insurance company that holds my, um, my, uh, vision. That'd be MetLife. It'd be MetLife? Yes, ma'am. Okay. W- and how do I access it? 'Cause they never sent me a card. What staffing company do you work for? MAU. What's the last four of your social? Uh, go through MAU to access it? No, what's the last four of your social. Oh, what's- No, I said what's the last four of your social? 1734. I said 1734. Yes, sir. First name? Emma. Last name? Grubbs. And for security purposes, can you verify your address and date of birth for me? 1536 Patterson Mill Road, Warren Mills, South Carolina 29812 and June 4th, 1987. Can you do that for me? That's 7803-508-5091. Yes, sir. Can I get email at EGrubbs1987@Yahoo.com? Yes, sir. Yes, sir. Thank you. Let's see. It should be... So your coverage just became active, the vision just became active on the 27th of January? Mm-hmm. You should receive your ID card in the mail by now. Is there, is the Patterson Mills Road, is that an apartment or a home? It's an actual home. Well, what I can do, I can get them sent to you digitally while you wait on the physical one to get to you. Please, 'cause I'm actually on my way to the eye doctor now and I want to see what it helps with. Right. So it's the EGrubbs1987@Yahoo.com, is that email to send it to? Yes, sir. Do you mind if I put you on hold while I get that for you? Absolutely. Thank you. 747-711 734.

Conversation Format

Speaker speaker_0: Hi, this is Malcolm. How can I help you?

Speaker speaker_1: Um, yes, sir. I'm calling to figure out the name of the insurance company that holds my, um, my, uh, vision.

Speaker speaker_0: That'd be MetLife.

Speaker speaker_1: It'd be MetLife?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. W- and how do I access it? 'Cause they never sent me a card.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: MAU.

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

Speaker speaker_1: Uh, go through MAU to access it?

Speaker speaker_2: No, what's the last four of your social.

Speaker speaker_1: Oh, what's-

Speaker speaker_0: No, I said what's the last four of your social?

Speaker speaker_1: 1734.

Speaker speaker_0: I said 1734.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: First name?

Speaker speaker_1: Emma.

Speaker speaker_0: Last name?

Speaker speaker_1: Grubbs.

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

Speaker speaker_1: 1536 Patterson Mill Road, Warren Mills, South Carolina 29812 and June 4th, 1987.

Speaker speaker_0: Can you do that for me? That's 7803-508-5091.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Can I get email at EGrubbs1987@Yahoo.com?

Speaker speaker_1: Yes, sir. Yes, sir.

Speaker speaker_0: Thank you. Let's see. It should be... So your coverage just became active, the vision just became active on the 27th of January?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: You should receive your ID card in the mail by now. Is there, is the Patterson Mills Road, is that an apartment or a home?

Speaker speaker_1: It's an actual home.

Speaker speaker_0: Well, what I can do, I can get them sent to you digitally while you wait on the physical one to get to you.

Speaker speaker_1: Please, 'cause I'm actually on my way to the eye doctor now and I want to see what it helps with.

Speaker speaker_0: Right. So it's the EGrubbs1987@Yahoo.com, is that email to send it to?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Do you mind if I put you on hold while I get that for you?

Speaker speaker_1: Absolutely.

Speaker speaker_0: Thank you.

Speaker speaker_1: 747-711 734.