

## Transcript: Malcolm

**Nash-5800852412088320-5006458650017792**

### Full Transcript

Thanks for calling Benefits in a Card. This is and how can I help you? Hi, good morning. Uh, my name is Confidence. Uh, I'm calling because of, uh, my card. I have not received it. Right. What staffing company do you work for? Um, Carlton Staffing. Did you say Carlton Staffing? Yeah. Carlton. The last four of your social. 9435. First name? Confidence. Last name? Akobwese. Right. For security purposes, can you verify your address and date of birth for me? August 3, 1991. My address, 4034 Highway 60. And the city, state, and zip code? 77082 Texas... Houston, Texas. Hey, is it... You have a home or an apartment? There's an apartment. So, there's no apartment number on file. That's probably why you haven't received it. What's your apartment number? 1501. I put it... My apartment number, I put it there. You said 1501? Mm-hmm. And the phone number is 281-854-4628. 4628, yeah. Okay. Look, the email is chinafa.destination@gmail.com? Yeah. Yeah. All right. So you just need your ID card sent to you. Hm? So you just need your ID card sent to you. Yeah, there's, um, the card... Benefits and card, right? Yes, ma'am. Do you mind if I put you on a brief hold so I can get that for you? Hm? Do you mind if I put you on a brief hold while I get that for you? It's okay. It's okay. Okay. Hey, are you there, Confidence? Yeah. All right. I just sent that to your email because you verified that you received it. Let me see. Should be from, uh, Info at Benefits in a Card. Okay, I've seen it. Like, uh, I guess just print it out, right? Say that again. I think I've received it. All right. And you can expect the re- the physical card in one to two weeks. I just put in a request for that to be sent as well. I added your apartment number. Okay, thank you. No problem, Miss Confidence. Was there anything else I can help you with today? No. All right. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. Rest of your day. Bye. Bye.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is and how can I help you?

Speaker speaker\_1: Hi, good morning. Uh, my name is Confidence. Uh, I'm calling because of, uh, my card. I have not received it.

Speaker speaker\_0: Right. What staffing company do you work for?

Speaker speaker\_1: Um, Carlton Staffing.

Speaker speaker\_0: Did you say Carlton Staffing?

Speaker speaker\_1: Yeah. Carlton.

Speaker speaker\_0: The last four of your social.

Speaker speaker\_1: 9435.

Speaker speaker\_0: First name?

Speaker speaker\_1: Confidence.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Akobwese.

Speaker speaker\_0: Right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: August 3, 1991. My address, 4034 Highway 60.

Speaker speaker\_0: And the city, state, and zip code?

Speaker speaker\_1: 77082 Texas... Houston, Texas.

Speaker speaker\_0: Hey, is it... You have a home or an apartment?

Speaker speaker\_1: There's an apartment.

Speaker speaker\_0: So, there's no apartment number on file. That's probably why you haven't received it. What's your apartment number?

Speaker speaker\_1: 1501. I put it... My apartment number, I put it there.

Speaker speaker\_0: You said 1501?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And the phone number is 281-854-4628.

Speaker speaker\_1: 4628, yeah.

Speaker speaker\_0: Okay. Look, the email is chinafa.destination@gmail.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Yeah. All right. So you just need your ID card sent to you.

Speaker speaker\_1: Hm?

Speaker speaker\_0: So you just need your ID card sent to you.

Speaker speaker\_1: Yeah, there's, um, the card... Benefits and card, right?

Speaker speaker\_0: Yes, ma'am. Do you mind if I put you on a brief hold so I can get that for you?

Speaker speaker\_1: Hm?

Speaker speaker\_0: Do you mind if I put you on a brief hold while I get that for you?

Speaker speaker\_1: It's okay. It's okay.

Speaker speaker\_0: Okay. Hey, are you there, Confidence?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. I just sent that to your email because you verified that you received it.

Speaker speaker\_1: Let me see.

Speaker speaker\_0: Should be from, uh, Info at Benefits in a Card.

Speaker speaker\_1: Okay, I've seen it. Like, uh, I guess just print it out, right?

Speaker speaker\_0: Say that again.

Speaker speaker\_1: I think I've received it.

Speaker speaker\_0: All right. And you can expect the re- the physical card in one to two weeks. I just put in a request for that to be sent as well. I added your apartment number.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem, Miss Confidence. Was there anything else I can help you with today?

Speaker speaker\_1: No.

Speaker speaker\_0: All right. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_1: Rest of your day. Bye.

Speaker speaker\_0: Bye.