

## Transcript: Malcolm

Nash-5829925680889856-5247463321944064

### Full Transcript

Thanks for calling Benefits on the Card. This is Malcolm, how can I help you? How you doing? I'm trying to enroll. What staffing company? Uh, SST. Last four of your social security number. 1483. First name? Christopher. Last name? Burkhalter. B-U-R-K-H-A-L-T-E-R. Okay. For security purposes, can you verify your address and date of birth for me? Yeah, um, 36039 West Santa Monica Avenue, uh, Maricopa, Arizona 31... Uh, nah. It's 85138, I think the zip is. That's not the address that we have on file. The address that you have on file, is it in Lou- is it Louisiana? No, sir. Is it Georgia? Yes, sir. Okay. That would be 145 Ashwood Circle. We need a date of birth. 315- uh, January 15th, 2002. Thank you. So, it looks like you're already enrolled in coverage there. You got the vision, the dental, the medical, the short-term disability, the life insurance and the preventative care plan. Yes, sir. And, um, I have a question. Uh, how would I be able to get the card? So, the ID cards take one to two weeks to get to you physically. Digital copies are typically available around Thursday or Friday if you need 'em, before you need them fi- Okay. ... before you get to high school. And I can get the digital on- online? You probably just call in and request them. Okay, okay. Appreciate you. No problem, Mr. Christopher. Was there anything else I could help you with today? Nah, that was it. Thank you. No problem. Thanks for calling Benefits on the Card. Hope you have a great rest of your week. Yes, sir. You too. Take care.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits on the Card. This is Malcolm, how can I help you?

Speaker speaker\_1: How you doing? I'm trying to enroll.

Speaker speaker\_0: What staffing company?

Speaker speaker\_1: Uh, SST.

Speaker speaker\_0: Last four of your social security number.

Speaker speaker\_1: 1483.

Speaker speaker\_0: First name?

Speaker speaker\_1: Christopher.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Burkhalter. B-U-R-K-H-A-L-T-E-R.

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

Speaker speaker\_1: Yeah, um, 36039 West Santa Monica Avenue, uh, Maricopa, Arizona 31... Uh, nah. It's 85138, I think the zip is.

Speaker speaker\_0: That's not the address that we have on file.

Speaker speaker\_1: The address that you have on file, is it in Lou- is it Louisiana?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Is it Georgia?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. That would be 145 Ashwood Circle.

Speaker speaker\_0: We need a date of birth.

Speaker speaker\_1: 315- uh, January 15th, 2002.

Speaker speaker\_0: Thank you. So, it looks like you're already enrolled in coverage there. You got the vision, the dental, the medical, the short-term disability, the life insurance and the preventative care plan.

Speaker speaker\_1: Yes, sir. And, um, I have a question. Uh, how would I be able to get the card?

Speaker speaker\_0: So, the ID cards take one to two weeks to get to you physically. Digital copies are typically available around Thursday or Friday if you need 'em, before you need them fi-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... before you get to high school.

Speaker speaker\_1: And I can get the digital on- online?

Speaker speaker\_0: You probably just call in and request them.

Speaker speaker\_1: Okay, okay. Appreciate you.

Speaker speaker\_0: No problem, Mr. Christopher. Was there anything else I could help you with today?

Speaker speaker\_1: Nah, that was it. Thank you.

Speaker speaker\_0: No problem. Thanks for calling Benefits on the Card. Hope you have a great rest of your week.

Speaker speaker\_1: Yes, sir. You too.

Speaker speaker\_0: Take care.