

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hey, my name is Alberto Robles and I work with Partners Personality for like one day and, and I was trying to see how could I get the card sent to my address? Let me see. So can you say that one more time, sir? You were saying that a little fast. Um, I work, um, one day and I guess I put my information but they sent me an email, uh, text saying that how c- how could I get the, the card sent to my name? Mm. Who do you work for? Um, for Per- Partners Personality. All right, so you're saying you got... you received a card in the mail? Yes. So are you enrolled into the health insurance offered through Partners Personnel? Yeah. Okay. So are you wondering what the card is for? Are you trying to see what kind of he- insurance you have? Oh, no, not the insurance. This is... Oh, this is for insurance? Yeah, we're, we're for the health insurance offered through Partners Personnel. Oh, no. No, no, no. My bad. You're fine. You're- I thought it was something... I thought it was you guys are sending me the, the, the card, how to get paid. Yeah, you want to reach out to Partners Personnel directly for that. Yeah. All right then. Thank you. No problem. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hey, my name is Alberto Robles and I work with Partners Personality for like one day and, and I was trying to see how could I get the card sent to my address?

Speaker speaker_1: Let me see. So can you say that one more time, sir? You were saying that a little fast.

Speaker speaker_2: Um, I work, um, one day and I guess I put my information but they sent me an email, uh, text saying that how c- how could I get the, the card sent to my name?

Speaker speaker_1: Mm. Who do you work for?

Speaker speaker_2: Um, for Per- Partners Personality.

Speaker speaker_1: All right, so you're saying you got... you received a card in the mail?

Speaker speaker_2: Yes.

Speaker speaker_1: So are you enrolled into the health insurance offered through Partners Personnel?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So are you wondering what the card is for? Are you trying to see what kind of he- insurance you have?

Speaker speaker_2: Oh, no, not the insurance. This is... Oh, this is for insurance?

Speaker speaker_1: Yeah, we're, we're for the health insurance offered through Partners Personnel.

Speaker speaker_2: Oh, no. No, no, no. My bad.

Speaker speaker_1: You're fine. You're-

Speaker speaker_2: I thought it was something... I thought it was you guys are sending me the, the, the card, how to get paid.

Speaker speaker_1: Yeah, you want to reach out to Partners Personnel directly for that.

Speaker speaker_2: Yeah. All right then. Thank you.

Speaker speaker_1: No problem. Thank you.

Speaker speaker_2: Bye-bye.