

Transcript: Malcolm

Nash-6012862466408448-4727047270481920

Full Transcript

Thanks for calling Benefits in a Cart. This is Malcolm, how can I help you? Hey, Malcolm. Can you tell me when do my benefits end? What staffing company do you work for? Um, BS... BSG? BS... BGS? Yep. What's the last four of your social? 2725. First name? Ladetria Lambert. For security purposes, can you verify your address and date of birth for me? 12584 5422 Lexington Avenue, Benton, Arkansas 72019. Thank you. So yeah, your phone number's 501-256-2793? Mm-hmm. And the email is lad... Ladetria Lambert at... Yeah, that's the email. Sorry. That's all good. So it looks, doesn't look like your coverage is ended yet. Okay. Can I get a, can I get a, um, can I get a medical card sent to me? I was looking for it in my email, because when I went to, um, the pan... you know, the, um, when I went to the, um, to the... tried to log in, it said it's dis- disabled or something. Okay. Okay. Ma'am, thanks for calling Benefits in a Cart. I hope I can get that card for you. Okay. Thank you. How you doing, Ms. Lambert? Mm-hmm. I just shipped that medical card to your email. Okay, let me make sure before I get off the phone too. I see. Mm-hmm. Okay. Thank you so much. No problem, Ms. Lambert. Was there anything else I can help you with today? No, thank you. No problem. Thanks for calling Benefits in a Cart. I hope you have a great rest of your week. You too. Thanks. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Cart. This is Malcolm, how can I help you?

Speaker speaker_1: Hey, Malcolm. Can you tell me when do my benefits end?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Um, BS... BSG? BS...

Speaker speaker_0: BGS?

Speaker speaker_1: Yep.

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

Speaker speaker_1: 2725.

Speaker speaker_0: First name?

Speaker speaker_1: Ladetria Lambert.

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

Speaker speaker_1: 12584 5422 Lexington Avenue, Benton, Arkansas 72019.

Speaker speaker_0: Thank you. So yeah, your phone number's 501-256-2793?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the email is lad...

Speaker speaker_1: Ladetria Lambert at...

Speaker speaker_0: Yeah, that's the email. Sorry.

Speaker speaker_1: That's all good.

Speaker speaker_0: So it looks, doesn't look like your coverage is ended yet.

Speaker speaker_1: Okay. Can I get a, can I get a, um, can I get a medical card sent to me? I was looking for it in my email, because when I went to, um, the pan... you know, the, um, when I went to the, um, to the... tried to log in, it said it's dis- disabled or something.

Speaker speaker_0: Okay. Okay. Ma'am, thanks for calling Benefits in a Cart. I hope I can get that card for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you. How you doing, Ms. Lambert?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I just shipped that medical card to your email.

Speaker speaker_1: Okay, let me make sure before I get off the phone too. I see.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: No problem, Ms. Lambert. Was there anything else I can help you with today?

Speaker speaker_1: No, thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Cart. I hope you have a great rest of your week.

Speaker speaker_1: You too. Thanks.

Speaker speaker_0: Thank you.