

## **Transcript: Malcolm**

**Nash-6042957500956672-6364865123631104**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcom, how can I help you? Yes, I was trying to see what type of medicine is on there. Do you want to see which type of insurance you have? Yeah. All right, and what staffing company do you work for? Bloom's Social. What's the last four of your social? 9776. First name? Javerius. Say that again? Javerius. Last name? Jackson. Right. For security purposes, can you verify your address and date of birth for me? 137 Sunset Avenue, Cleveland City. Or it might be 1155 Brookfield Road, Kansas City. Zip code 39046. Can you say that one more time, sir? I can barely hear you. Okay. Let me, uh... It's on my earphone. Let me take it off my earphone. Okay. Can you hear me now? Yes, sir. Yeah. I said it could be 137 Sunset Avenue, Camden City, or three... or, 1155 Brookfield Road, Camden City. The zip code 39046. What was that first address again? 137 Sunset Avenue. Yeah. That's what, that's the one we have on, that's the one we have on file. Oh, good. And your date of birth? March the 8th, 1999. Can you just do that, your phone number, 769-284-2717? Yeah. That's... Uh, I did change numbers. My new number is 769-284-4027. Give me one moment here. Say that one more time for me. Yes. It's, um... Okay. 769-284-4027. You said, 769-284-4027? Yes. 769-284-4027. And your email is javeriusjackson80@gmail.com? Yep. Thank you. What's that, sir? I said thank you. Okay. Let's see. So, it looks like you have the dental, the life insurance, the vision and the medical plan, the VIP Classic. Yeah. I was trying to see which, uh, is showing, uh, is the medical on there, so I can tell, uh, the doctor. They want to know so they can see, do they take it? It's American Public Life. Okay. So you, and then- Uh, can you, uh, can you send like the, the, uh, the number, uh, the membership number, uh, to my, uh- To your email? Yeah. Yes, sir. So, um, I was going to ask you, and I was going to tell you you can also go to multiplan.com. That website will tell you what doctors in the area take your insurance. Yeah. It was, uh... These people is, uh, I'm trying to, uh, a sports, uh, medical facility. They, uh, I had went to the doctor. They were going to check out my wrist for me, like doing an x-ray and everything to see what's wrong with it. Mm-hmm. The doctor referred me to them. You mind if I put you on a brief hold while I get that ID card for you? Okay. Thank you. Are you there, Mr. Jackson? Yeah, I'm here. All right. I just shipped that ID card to your email. Yes, I got it. All right. Appreciate it. Is there anything else I can help you with today, Mr. Jackson? No, sir. That's it. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your day, man. You too. Appreciate it.

### **Conversation Format**

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

Speaker speaker\_1: Yes, I was trying to see what type of medicine is on there.

Speaker speaker\_0: Do you want to see which type of insurance you have?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right, and what staffing company do you work for?

Speaker speaker\_1: Bloom's Social.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 9776.

Speaker speaker\_0: First name?

Speaker speaker\_1: Javerius.

Speaker speaker\_0: Say that again?

Speaker speaker\_1: Javerius.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Jackson.

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

Speaker speaker\_1: 137 Sunset Avenue, Cleveland City. Or it might be 1155 Brookfield Road, Kansas City. Zip code 39046.

Speaker speaker\_0: Can you say that one more time, sir? I can barely hear you.

Speaker speaker\_1: Okay. Let me, uh... It's on my earphone. Let me take it off my earphone.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Can you hear me now?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Yeah. I said it could be 137 Sunset Avenue, Camden City, or three... or, 1155 Brookfield Road, Camden City. The zip code 39046.

Speaker speaker\_0: What was that first address again?

Speaker speaker\_1: 137 Sunset Avenue.

Speaker speaker\_0: Yeah. That's what, that's the one we have on, that's the one we have on file.

Speaker speaker\_1: Oh, good.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: March the 8th, 1999.

Speaker speaker\_0: Can you just do that, your phone number, 769-284-2717?

Speaker speaker\_1: Yeah. That's... Uh, I did change numbers. My new number is 769-284-4027.

Speaker speaker\_0: Give me one moment here. Say that one more time for me.

Speaker speaker\_1: Yes. It's, um... Okay. 769-284-4027.

Speaker speaker\_0: You said, 769-284-4027?

Speaker speaker\_1: Yes. 769-284-4027.

Speaker speaker\_0: And your email is javeriusjackson80@gmail.com?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: What's that, sir?

Speaker speaker\_0: I said thank you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Let's see. So, it looks like you have the dental, the life insurance, the vision and the medical plan, the VIP Classic.

Speaker speaker\_1: Yeah. I was trying to see which, uh, is showing, uh, is the medical on there, so I can tell, uh, the doctor. They want to know so they can see, do they take it?

Speaker speaker\_0: It's American Public Life.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you, and then-

Speaker speaker\_1: Uh, can you, uh, can you send like the, the, uh, the number, uh, the membership number, uh, to my, uh-

Speaker speaker\_0: To your email?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Yes, sir. So, um, I was going to ask you, and I was going to tell you you can also go to multiplan.com. That website will tell you what doctors in the area take your insurance.

Speaker speaker\_1: Yeah. It was, uh... These people is, uh, I'm trying to, uh, a sports, uh, medical facility. They, uh, I had went to the doctor. They were going to check out my wrist for me, like doing an x-ray and everything to see what's wrong with it.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: The doctor referred me to them.

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

Speaker speaker\_1: Okay.

Speaker speaker\_0: Thank you. Are you there, Mr. Jackson?

Speaker speaker\_1: Yeah, I'm here.

Speaker speaker\_0: All right. I just shipped that ID card to your email.

Speaker speaker\_1: Yes, I got it.

Speaker speaker\_0: All right.

Speaker speaker\_1: Appreciate it.

Speaker speaker\_0: Is there anything else I can help you with today, Mr. Jackson?

Speaker speaker\_1: No, sir. That's it.

Speaker speaker\_0: If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your day, man.

Speaker speaker\_1: You too.

Speaker speaker\_0: Appreciate it.