

## Transcript: Malcolm

Nash-6057541178408960-5544839372783616

### Full Transcript

Hey, this is 00000000. This is Malcolm, how can I help you? Hey, Malcolm. I just recently got these cards in the mail today, actually, and I just wanna see if it's active and will I be able to actually go get some glasses? What staffing company you work for? Crown Services. What's the last four of your social? 7404. First name? Jerome. Say that again, sir? Jerome. Jerome? Capital J-E-R-O-M-E. Okay. For security purposes, can you verify your address and date of birth just for me? 610 Covenant Drive, Hopkinsville, Kentucky. November 21st, 1980. Thank you. So we got your phone number, 678-520-9239, I mean 37. I don't know what you said at the end. It's 2937 though, is the last four digits. Yes, sir. And then the email jeromegolden@yahoo.com? Yeah. Actually it's golden, it's golden3. I got a, I got a updated email address. Goldenjerome3? Yeah, @yahoo.com. Yeah, 'cause I, I never received a letter. I never got anything, but I know that this comes out of my check, and it's been coming out of my check for the longest for my children and myself. But, uh, I don't... Like, they didn't let me know that I was covered or anything. And now I'm looking at the card, it says, "Include and children." And I've been needing new glasses for a few months now. Yes, sir. You have active vision coverage. You have actual... You have dental, vision, medical and a preventative care. Okay. So where, where all could I go to get some glasses? So you go to metlife.com. That website will tell you what vision doctor's in the area to take your insurance. Metlife.com. Is that M-E-T or M-E-D? M-E-T as in tango. Okay. Metlife.com, and that'll let me know where I can go get some glasses? Yes, sir. Oh, okay. I appreciate that 'cause I definitely wasn't aware of that. Okay. Thanks, man. No problem. Is there anything else I can help you with today? No, man. You just have a blessed weekend. Okay. You too, man. Thank you. All right.

### Conversation Format

Speaker speaker\_0: Hey, this is 00000000. This is Malcolm, how can I help you?

Speaker speaker\_1: Hey, Malcolm. I just recently got these cards in the mail today, actually, and I just wanna see if it's active and will I be able to actually go get some glasses?

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

Speaker speaker\_1: Crown Services.

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

Speaker speaker\_1: 7404.

Speaker speaker\_0: First name?

Speaker speaker\_1: Jerome.

Speaker speaker\_0: Say that again, sir?

Speaker speaker\_1: Jerome.

Speaker speaker\_0: Jerome?

Speaker speaker\_1: Capital J-E-R-O-M-E.

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

Speaker speaker\_1: 610 Covenant Drive, Hopkinsville, Kentucky. November 21st, 1980.

Speaker speaker\_0: Thank you. So we got your phone number, 678-520-9239, I mean 37.

Speaker speaker\_1: I don't know what you said at the end. It's 2937 though, is the last four digits.

Speaker speaker\_0: Yes, sir. And then the email jeromegolden@yahoo.com?

Speaker speaker\_1: Yeah. Actually it's golden, it's golden3. I got a, I got a updated email address.

Speaker speaker\_0: Goldenjerome3?

Speaker speaker\_1: Yeah, @yahoo.com. Yeah, 'cause I, I never received a letter. I never got anything, but I know that this comes out of my check, and it's been coming out of my check for the longest for my children and myself. But, uh, I don't... Like, they didn't let me know that I was covered or anything. And now I'm looking at the card, it says, "Include and children." And I've been needing new glasses for a few months now.

Speaker speaker\_0: Yes, sir. You have active vision coverage. You have actual... You have dental, vision, medical and a preventative care.

Speaker speaker\_1: Okay. So where, where all could I go to get some glasses?

Speaker speaker\_0: So you go to metlife.com. That website will tell you what vision doctor's in the area to take your insurance.

Speaker speaker\_1: Metlife.com. Is that M-E-T or M-E-D?

Speaker speaker\_0: M-E-T as in tango.

Speaker speaker\_1: Okay. Metlife.com, and that'll let me know where I can go get some glasses?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Oh, okay. I appreciate that 'cause I definitely wasn't aware of that. Okay. Thanks, man.

Speaker speaker\_0: No problem. Is there anything else I can help you with today?

Speaker speaker\_1: No, man. You just have a blessed weekend. Okay.

Speaker speaker\_0: You too, man. Thank you.

Speaker speaker\_1: All right.