

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, Malcolm. I just called and talked to a lady, like, two minutes ago. She just set up my account and I, uh, I told her the wrong plan. I need the, I need the VIP+ Family. She put it on the VIP Family. Which staffing company do you work for? AccuForce. Last four of your social? 1141. First name? Cody. Again, Cody? Yeah. Last name? Malcolm. All right. For security purposes, can you verify your address and date of birth for me? 5-13-96 4800 Rock Rose Road, Bristol, Tennessee. Okay. So we got your phone number, 423-383-4711. Yeah, that's right. And your email is elias.0@gmail.com? Yeah, that's it. So you just need the VIP+? I need the VIP+ Family, yeah. And you're getting the dental and the vision? Yeah. All right. I got that updated for you, Mr. Cody. Is there anything else I can help you with today? No, that's it, man. Thank you. No problem. Thanks for calling Benefits In a Card. I hope you have a great rest of your week. You too.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, Malcolm. I just called and talked to a lady, like, two minutes ago. She just set up my account and I, uh, I told her the wrong plan. I need the, I need the VIP+ Family. She put it on the VIP Family.

Speaker speaker_0: Which staffing company do you work for?

Speaker speaker_1: AccuForce.

Speaker speaker_0: Last four of your social?

Speaker speaker_1: 1141.

Speaker speaker_0: First name?

Speaker speaker_1: Cody.

Speaker speaker_0: Again, Cody?

Speaker speaker_1: Yeah.

Speaker speaker_0: Last name?

Speaker speaker_1: Malcolm.

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

Speaker speaker_1: 5-13-96 4800 Rock Rose Road, Bristol, Tennessee.

Speaker speaker_0: Okay. So we got your phone number, 423-383-4711.

Speaker speaker_1: Yeah, that's right.

Speaker speaker_0: And your email is elias.0@gmail.com?

Speaker speaker_1: Yeah, that's it.

Speaker speaker_0: So you just need the VIP+? I need the VIP+ Family, yeah. And you're getting the dental and the vision?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. I got that updated for you, Mr. Cody. Is there anything else I can help you with today?

Speaker speaker_1: No, that's it, man. Thank you.

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

Speaker speaker_1: You too.