

## **Transcript: Malcolm**

**Nash-6192974349910016-6346009464193024**

### **Full Transcript**

Thank you for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, my name is Herve Muaka. I was just calling to make sure because I have a little bit confusing. Yesterday, I received a call from you guys to ask me to complete, to complete about my family, uh, information. You said you need... You got a call from us yesterday requesting completion of your information? Yes, if it was you guys because when I received, I was on the way. They called me like, uh, to confirm, to complete my family information for health, for insurance. All right. And which staffing company do you work for? OnChart. What's the last four of your Social? Uh, give me a second so see I've got that on me. 59... Okay. Hello? Give me a second, sir. Oh, 09536. First name? Herve. H-E-R-V-E. Last name? Muaka. M-U-A-K-A. Ma'am, for security purposes, can you verify your address and date of birth for me? Uh, date of birth is September 29, 1989. And then the address is 2108 Heritable Street, Fort Worth, Texas. Thank you. So it looks like you already provided us with that information, ma'am. Oh. Looks like yes... Looks like you called. They called you yesterday and you were able to provide them with the information. Oh, okay. Just to make sure, because, uh, it was, it was confusing. 95... See, that's all. Thank you, sir. No problem, Ms. Herve. Was there anything else I could help you with today? No, thank you. Okay, no problem. That means you've got already, you've got already my wife and kids information, right? Yes, ma'am. I mean, yes, sir. Okay. Thank you. No problem. You have a great day, ma'am. Mm-hmm. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi, my name is Herve Muaka. I was just calling to make sure because I have a little bit confusing. Yesterday, I received a call from you guys to ask me to complete, to complete about my family, uh, information.

Speaker speaker\_0: You said you need... You got a call from us yesterday requesting completion of your information?

Speaker speaker\_1: Yes, if it was you guys because when I received, I was on the way. They called me like, uh, to confirm, to complete my family information for health, for insurance.

Speaker speaker\_0: All right. And which staffing company do you work for?

Speaker speaker\_1: OnChart.

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

Speaker speaker\_1: Uh, give me a second so see I've got that on me. 59...

Speaker speaker\_0: Okay.

Speaker speaker\_1: Hello? Give me a second, sir. Oh, 09536.

Speaker speaker\_0: First name?

Speaker speaker\_1: Herve. H-E-R-V-E.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Muaka. M-U-A-K-A.

Speaker speaker\_0: Ma'am, for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Uh, date of birth is September 29, 1989. And then the address is 2108 Heritable Street, Fort Worth, Texas.

Speaker speaker\_0: Thank you. So it looks like you already provided us with that information, ma'am.

Speaker speaker\_1: Oh.

Speaker speaker\_0: Looks like yes... Looks like you called. They called you yesterday and you were able to provide them with the information.

Speaker speaker\_1: Oh, okay. Just to make sure, because, uh, it was, it was confusing. 95... See, that's all. Thank you, sir.

Speaker speaker\_0: No problem, Ms. Herve. Was there anything else I could help you with today?

Speaker speaker\_1: No, thank you.

Speaker speaker\_0: Okay, no problem.

Speaker speaker\_1: That means you've got already, you've got already my wife and kids information, right?

Speaker speaker\_0: Yes, ma'am. I mean, yes, sir.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem. You have a great day, ma'am.

Speaker speaker\_1: Mm-hmm. Thank you.