

## **Transcript: Malcolm**

**Nash-6201884607463424-5468283121123328**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. My name is Arash Keshavarz. Um, I recently started, uh, working, well, about a month ago, and my benefits went into... went out three weeks ago. Um, I was just wondering when I would receive, uh, the c- the insurance card. Okay. Let me see, what's the tax company you work for again? Oxford Group. What's the last four of your Social? 0386. Say that one more time? 0386. First name? Arash. Last name? Keshavarz. All right, so for security purposes can you verify your address and date of birth for me? Yeah, it's, uh, 60 St. Joseph Lane, Battle Creek, Michigan, 49017. Date of birth is 1/21/85. Okay. I see you got your phone number, 269-275-3404. Correct. And your email is like hosh... like Hesh... um, it's A last name21@gmail.com? Yeah. It looks like your coverage just became active as of today. Oh, really? Yeah. So, so it takes- Oh, yeah. ... two weeks for your ID cards to get to you from the activation date. I got you. All right. Well, if it just went active today then I guess I'll wait another two weeks. If you need a digital copy, I recommend calling around Thursday or Friday so we can see you. Well, actually, we'll be closed Thursday and Friday 'cause of the holidays. Um- Right. But you can call back Wednesday and see if we can get them sent to you digitally if you needed them before then? All right. Yeah. Sounds good. Okay. Well, is there anything else I can help you with today, Mr. Arash? Uh, nope, that's it. Thank you. No problem. Thanks for calling Benefits in the Car. Don't forget, have a great holiday. Thanks. You too. Bye-bye. Peace.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi, Malcolm. My name is Arash Keshavarz. Um, I recently started, uh, working, well, about a month ago, and my benefits went into... went out three weeks ago. Um, I was just wondering when I would receive, uh, the c- the insurance card.

Speaker speaker\_1: Okay. Let me see, what's the tax company you work for again?

Speaker speaker\_2: Oxford Group.

Speaker speaker\_1: What's the last four of your Social?

Speaker speaker\_2: 0386.

Speaker speaker\_1: Say that one more time?

Speaker speaker\_2: 0386.

Speaker speaker\_1: First name?

Speaker speaker\_2: Arash.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Keshavarz.

Speaker speaker\_1: All right, so for security purposes can you verify your address and date of birth for me?

Speaker speaker\_2: Yeah, it's, uh, 60 St. Joseph Lane, Battle Creek, Michigan, 49017. Date of birth is 1/21/85.

Speaker speaker\_1: Okay. I see you got your phone number, 269-275-3404.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And your email is like hosh... like Hesh... um, it's A last name21@gmail.com?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: It looks like your coverage just became active as of today.

Speaker speaker\_2: Oh, really?

Speaker speaker\_1: Yeah. So, so it takes-

Speaker speaker\_2: Oh, yeah.

Speaker speaker\_1: ... two weeks for your ID cards to get to you from the activation date.

Speaker speaker\_2: I got you. All right. Well, if it just went active today then I guess I'll wait another two weeks.

Speaker speaker\_1: If you need a digital copy, I recommend calling around Thursday or Friday so we can see you. Well, actually, we'll be closed Thursday and Friday 'cause of the holidays. Um-

Speaker speaker\_2: Right.

Speaker speaker\_1: But you can call back Wednesday and see if we can get them sent to you digitally if you needed them before then?

Speaker speaker\_2: All right. Yeah. Sounds good.

Speaker speaker\_1: Okay. Well, is there anything else I can help you with today, Mr. Arash?

Speaker speaker\_2: Uh, nope, that's it. Thank you.

Speaker speaker\_1: No problem. Thanks for calling Benefits in the Car. Don't forget, have a great holiday.

Speaker speaker\_2: Thanks. You too. Bye-bye.

Speaker speaker\_1: Peace.