

## **Transcript: Malcolm**

**Nash-6342103189635072-6388681271099392**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Um, yes, sir. My name's Jeremy Sloan and I used to work for the Reserves Network and I'm trying to get my insurance member ID number. Okay. So you say you used to be with Reserves Network? Yes, sir. Right. So Reserve Network is no longer with us, so you would have to reach out to them directly. I just did and they said they didn't have access to that number- Okay. ... so they told me to call this number. You said they don't have access. You mind if I put you on a brief hold? Go ahead. Thank you. And live in the border of the state 10 00:01:58. Okay. Let's... Where? Are you there, Mr. Jeremy? Yes, sir. So I do have a... I have a phone number that you were referred to that you could reach out to. Unfortunately, we wouldn't be able to do anything from our end 'cause we're no longer clients with them. I mean, a phone number's still better than nothing. Let me know whenever you're ready. I is ready. It's 877- 877- 897- 897- 0668. 0668? Yes, sir. That was the number we were provided to- All right. ... for to get to- Good job. ... up- on terminer- termination. All righty. Thank you very much. No problem, Mr. Jeremy. You have a great rest of your week. You too and a merry Christmas. Thank you. Merry Christmas. Thank you. All right. Have a good day. You too.

### **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 Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Um, yes, sir. My name's Jeremy Sloan and I used to work for the Reserves Network and I'm trying to get my insurance member ID number.

Speaker speaker\_1: Okay. So you say you used to be with Reserves Network?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Right. So Reserve Network is no longer with us, so you would have to reach out to them directly.

Speaker speaker\_2: I just did and they said they didn't have access to that number-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... so they told me to call this number.

Speaker speaker\_1: You said they don't have access. You mind if I put you on a brief hold?

Speaker speaker\_2: Go ahead.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: And live in the border of the state 10 00:01:58. Okay. Let's... Where?

Speaker speaker\_1: Are you there, Mr. Jeremy?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: So I do have a... I have a phone number that you were referred to that you could reach out to. Unfortunately, we wouldn't be able to do anything from our end 'cause we're no longer clients with them.

Speaker speaker\_2: I mean, a phone number's still better than nothing.

Speaker speaker\_1: Let me know whenever you're ready.

Speaker speaker\_2: I is ready.

Speaker speaker\_1: It's 877-

Speaker speaker\_2: 877-

Speaker speaker\_1: 897-

Speaker speaker\_2: 897-

Speaker speaker\_1: 0668.

Speaker speaker\_2: 0668?

Speaker speaker\_1: Yes, sir. That was the number we were provided to-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... for to get to-

Speaker speaker\_2: Good job.

Speaker speaker\_1: ... up- on terminer- termination.

Speaker speaker\_2: All righty. Thank you very much.

Speaker speaker\_1: No problem, Mr. Jeremy. You have a great rest of your week.

Speaker speaker\_2: You too and a merry Christmas.

Speaker speaker\_1: Thank you. Merry Christmas.

Speaker speaker\_2: Thank you. All right. Have a good day.

Speaker speaker\_1: You too.