

Transcript: Malcolm

Nash-6398571678056448-4537920642924544

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Oh, here we go. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Oh, yeah. My name is Ralph Templeton and I work through WorkSmart. And probably about two weeks ago or so, I had updated my plan and I was supposed to be getting a virtual card or something. I never gotten that, and I needed my... and when I added my, um, my daughter on there, she needed to go to the doc, but she... We don't have no medical card or nothing to use, so I was wondering what was up with that. What staffing company do you work for, sir? WorkSmart. Last four of your Social? 7071. First name? Ralph. For security purposes, can you verify your address and date of birth for me? 19 Pecari Drive, Greenville, South Carolina, 29605. June 26th, 1978. Okay. So we got your phone number, 864-559-0525. Yes. And your email is templetonre@Gmail.com? It's TempletonRE is my last name, first and middle initial at Gmail. Thank you. All right. You mind putting you on brief hold while I get those cards for you? Huh? You mind if I put you on a brief hold while I get those cards for you? Oh, yes. Go ahead, go ahead. Thank you. Are you there, Mr. Ralph? Yes. I just sent that ID card to your email. You just sent them? Yes, sir. All right, thank you. So I just sent your card. Your... Your child does not have a separate card. It'll be under your name, so your card will still- Right. ... will be good to work for her. Okay, thank you. No problem, Mr. Ralph. Was there anything else I can help you with today? No, sir. That's it. All right. Thanks for calling Benefits in the Card. I hope you have a great rest of your week, man. Thanks. You too. Bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Oh, here we go.

Speaker speaker_2: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Oh, yeah. My name is Ralph Templeton and I work through WorkSmart. And probably about two weeks ago or so, I had updated my plan and I was supposed to be getting a virtual card or something. I never gotten that, and I needed my... and when I added my, um, my daughter on there, she needed to go to the doc, but she... We don't have no medical card or nothing to use, so I was wondering what was up with that.

Speaker speaker_2: What staffing company do you work for, sir?

Speaker speaker_1: WorkSmart.

Speaker speaker_2: Last four of your Social?

Speaker speaker_1: 7071.

Speaker speaker_2: First name?

Speaker speaker_1: Ralph.

Speaker speaker_2: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 19 Pecari Drive, Greenville, South Carolina, 29605. June 26th, 1978.

Speaker speaker_2: Okay. So we got your phone number, 864-559-0525.

Speaker speaker_1: Yes.

Speaker speaker_2: And your email is templetonre@Gmail.com?

Speaker speaker_1: It's TempletonRE is my last name, first and middle initial at Gmail.

Speaker speaker_2: Thank you. All right. You mind putting you on brief hold while I get those cards for you?

Speaker speaker_1: Huh?

Speaker speaker_2: You mind if I put you on a brief hold while I get those cards for you?

Speaker speaker_1: Oh, yes. Go ahead, go ahead.

Speaker speaker_2: Thank you. Are you there, Mr. Ralph?

Speaker speaker_1: Yes.

Speaker speaker_2: I just sent that ID card to your email.

Speaker speaker_1: You just sent them?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right, thank you.

Speaker speaker_2: So I just sent your card. Your... Your child does not have a separate card. It'll be under your name, so your card will still-

Speaker speaker_1: Right.

Speaker speaker_2: ... will be good to work for her.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: No problem, Mr. Ralph. Was there anything else I can help you with today?

Speaker speaker_1: No, sir. That's it.

Speaker speaker_2: All right. Thanks for calling Benefits in the Card. I hope you have a great rest of your week, man.

Speaker speaker_1: Thanks. You too. Bye.

Speaker speaker_2: Thank you. Bye.