

Transcript: Malcolm

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Full Transcript

Thank you for calling Benefits in the Car. This is Malcolm. How can I help you? Yeah, I'm here. Uh, hi. Um, I was trying to see if my, um, insurance card is active. What's the company do you work for? Um, Nor Staffing Group. Last four of your social? Um, eight six eight five. That eight six eight five? Yeah. First name? Amelia Johnson. And for security purposes, can you verify your address and date of birth for me? 6509 Algar Street, Philadelphia, PA 19135. And date of birth? 8/15/92. Thank you. So we got your phone number, 267-707-6845? Yeah. And your email is, uh, first name underscore Johnson at yahoo.com? Correct. Thank you. Right. So it looks like you're still waiting for that first deduction to happen. Oh my gosh. Okay. Thank you. Was there anything else I can help you with today, Ms. Johnson? No, that's all. Thank you. No problem. Thanks for calling Benefits in the Car. Hope you have a great weekend. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Yeah, I'm here. Uh, hi. Um, I was trying to see if my, um, insurance card is active.

Speaker speaker_0: What's the company do you work for?

Speaker speaker_1: Um, Nor Staffing Group.

Speaker speaker_0: Last four of your social?

Speaker speaker_1: Um, eight six eight five.

Speaker speaker_0: That eight six eight five?

Speaker speaker_1: Yeah.

Speaker speaker_0: First name?

Speaker speaker_1: Amelia Johnson.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 6509 Algar Street, Philadelphia, PA 19135.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 8/15/92.

Speaker speaker_0: Thank you. So we got your phone number, 267-707-6845?

Speaker speaker_1: Yeah.

Speaker speaker_0: And your email is, uh, first name underscore Johnson at yahoo.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. Right. So it looks like you're still waiting for that first deduction to happen.

Speaker speaker_1: Oh my gosh. Okay. Thank you.

Speaker speaker_0: Was there anything else I can help you with today, Ms. Johnson?

Speaker speaker_1: No, that's all. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. Hope you have a great weekend.

Speaker speaker_1: You too.