

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, Malcolm. My name's Edward Turner. I was trying to get you to pull up my, uh, my, uh, Benefits in a Card, uh, account. I was trying to see how many of my children are on there. I may have to add some. Okay. What staffing company do you work for? I work for BG, BG Staffing. What's the last four of your social? 05555. And what is your first name? My name is Edward. Last name? Turner. For security purposes, can you verify your address and date of birth for me? Yes, sir. 1413 Highland Avenue, Columbia, Tennessee. My birthday is December 25th, 1982. Thank you. So we got your phone number, 931-626-67380. Yes, sir. And we got email at turner3.edward@gmail.com. Yes, sir. Right. So all we see right now is a Legacy E. Turner. Uh-huh. That's the only Turner that's in here. Okay. All right. Um, and could, could you, uh... Is it any way you could email that to me? Email you... What exactly? Oh, like, like my trans- like, like my transcript for my full account. So you just want proof that you have coverage? Yes, sir. Yes, sir. We can get that emailed to you. Okay. Thank you, sir. No problem, Mr. Edward. Do, do you know how long it will take? How else can I help you today? Do you know how long it'll take? 'Cause that's the only- 24 to 48 hours. Sir? 24 to 48 hours. Okay. All right. Thank you, sir. No problem, Mr. Edward. Was there anything else I can help you with today? Uh, that would be all. Okay. Well, if there's nothing else, Mr. Turner, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Yes, sir.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, Malcolm. My name's Edward Turner. I was trying to get you to pull up my, uh, my, uh, Benefits in a Card, uh, account. I was trying to see how many of my children are on there. I may have to add some.

Speaker speaker_0: Okay. What staffing company do you work for?

Speaker speaker_1: I work for BG, BG Staffing.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 05555.

Speaker speaker_0: And what is your first name?

Speaker speaker_1: My name is Edward.

Speaker speaker_0: Last name?

Speaker speaker_1: Turner.

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

Speaker speaker_1: Yes, sir. 1413 Highland Avenue, Columbia, Tennessee. My birthday is December 25th, 1982.

Speaker speaker_0: Thank you. So we got your phone number, 931-626-67380.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And we got email at turner3.edward@gmail.com.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Right. So all we see right now is a Legacy E. Turner.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: That's the only Turner that's in here.

Speaker speaker_1: Okay. All right. Um, and could, could you, uh... Is it any way you could email that to me?

Speaker speaker_0: Email you... What exactly?

Speaker speaker_1: Oh, like, like my trans- like, like my transcript for my full account.

Speaker speaker_0: So you just want proof that you have coverage?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Yes, sir. We can get that emailed to you.

Speaker speaker_1: Okay. Thank you, sir.

Speaker speaker_0: No problem, Mr. Edward.

Speaker speaker_1: Do, do you know how long it will take?

Speaker speaker_0: How else can I help you today?

Speaker speaker_1: Do you know how long it'll take? 'Cause that's the only-

Speaker speaker_0: 24 to 48 hours.

Speaker speaker_1: Sir?

Speaker speaker_0: 24 to 48 hours.

Speaker speaker_1: Okay. All right. Thank you, sir.

Speaker speaker_0: No problem, Mr. Edward. Was there anything else I can help you with today?

Speaker speaker_1: Uh, that would be all.

Speaker speaker_0: Okay. Well, if there's nothing else, Mr. Turner, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: Yes, sir.