

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefit Center Card. This is Malcolm, how can I help you? Yeah, I am needing to request a new insurance card. So you need to request a new insurance card? Is that what you said? Yeah, I, I work at, for ISS and I ended up losing my wallet, so all of my insurance cards got burnt. Okay. What's the last four of your social? 5520. First name? James. Last name? Boyice. B-O-Y-I-C-E. Right. For security purposes, can you verify your address and date of birth for me? 202 North Fifth Street, Ava, Illinois 62907. Date of birth's 05/01/1977. Is that a home or an apartment? Home. Okay. And I got your phone number at 573-253-1205. Yep. And your email is theshou- theshous77244@gmail.com? Yep. All right. So you just need all... Your ID card shipped to you? Yeah, I need the ID first. All right. You mind if I put you on a brief hold while I get those for you? Huh? Do you mind if I put you on a brief hold while I get those for you? Yeah. Thank you. Yeah, Mr. James? Yeah. Hi. I just sent you an ID card to your email, and you should... You can expect the physical one to be sent in one to two weeks. You'll receive them in one to two weeks. All right. Thank you. No problem, Mr. James. Is there anything else I can help you with today? Nope. That's it. All right. Thanks for calling Benefits on the Card. I hope you have a great rest of your week, man. Yep.

Conversation Format

Speaker speaker_0: Thanks for calling Benefit Center Card. This is Malcolm, how can I help you?

Speaker speaker_1: Yeah, I am needing to request a new insurance card.

Speaker speaker_0: So you need to request a new insurance card? Is that what you said?

Speaker speaker_1: Yeah, I, I work at, for ISS and I ended up losing my wallet, so all of my insurance cards got burnt.

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

Speaker speaker_1: 5520.

Speaker speaker_0: First name?

Speaker speaker_1: James.

Speaker speaker_0: Last name?

Speaker speaker_1: Boyice. B-O-Y-I-C-E.

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

Speaker speaker_1: 202 North Fifth Street, Ava, Illinois 62907. Date of birth's 05/01/1977.

Speaker speaker_0: Is that a home or an apartment?

Speaker speaker_1: Home.

Speaker speaker_0: Okay. And I got your phone number at 573-253-1205.

Speaker speaker_1: Yep.

Speaker speaker_0: And your email is theshou- theshous77244@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: All right. So you just need all... Your ID card shipped to you?

Speaker speaker_1: Yeah, I need the ID first.

Speaker speaker_0: All right. You mind if I put you on a brief hold while I get those for you?

Speaker speaker_1: Huh?

Speaker speaker_0: Do you mind if I put you on a brief hold while I get those for you?

Speaker speaker_1: Yeah.

Speaker speaker_0: Thank you.

Speaker speaker_2: Yeah, Mr. James?

Speaker speaker_3: Yeah.

Speaker speaker_2: Hi. I just sent you an ID card to your email, and you should... You can expect the physical one to be sent in one to two weeks. You'll receive them in one to two weeks.

Speaker speaker_3: All right. Thank you.

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

Speaker speaker_3: Nope. That's it.

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

Speaker speaker_3: Yep.