

Transcript: Malcolm

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Full Transcript

Thanks for calling can I help you? Yes, how are you doing? Um, I called three weeks ago to state that I haven't received my card in the mail yet and I still haven't received it yet. They said they would mail it out to me in seven to ten... It would take seven to ten days but I still haven't received it yet. What staffing company do you work for? Focus Workforce Management. Your last four of your social. 5115. First name. What's that? Hello? Your first name? Mohammed, M-O-H-A-M-E-D. Last name? Khan, K-H-A-N. For security purposes, can you verify your address and date of birth for me? Yes, 939 Mauch, M-A-U-C-H, Chunk Road, Palmerton, PA 18071 and it's 12/27/69. Thank you. Yes, we got a good phone number at 484-627-2482. Yes. And your email is eddieDrummer76@gmail.com? Yes. Okay. You said you called a couple weeks ago and requested it? Yeah. They, they sent me one on email. They sent, they sent a card through email and it said that it would be mailing it out in seven to ten days but I haven't gotten it yet. So you got the one in email but you ain't got the physical one? Right. Okay. So I'll put in a request for a physical one to be sent again. Looks like you called on the 18th of last month. Yes. Do you, uh, are you living in a home or an apartment? It's like a rooming house but I usually get mail there though. 939 M-A-B-C-H Chunk Road? M-A-U-C-H. M-A-U-C-H Chunk Road? Yeah. So you don't have a, a room number or anything like that? No. It goes to the office. The mail comes to the office. Okay. All right. I just submitted a request for it to be sent physically again. It does take one to two weeks for the physical card to get to you. Right. Hopefully they get it this time. Okay. Well, is there anything else I can help you with today, Mr. Khan? Oh, no, that's it. All right. If there's nothing else, thanks for calling and benefiting the card. I hope you have a great weekend. Thank you. No problem. Bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling can I help you?

Speaker speaker_1: Yes, how are you doing? Um, I called three weeks ago to state that I haven't received my card in the mail yet and I still haven't received it yet. They said they would mail it out to me in seven to ten... It would take seven to ten days but I still haven't received it yet.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Focus Workforce Management.

Speaker speaker_0: Your last four of your social.

Speaker speaker_1: 5115.

Speaker speaker_0: First name.

Speaker speaker_1: What's that? Hello?

Speaker speaker_0: Your first name?

Speaker speaker_1: Mohammed, M-O-H-A-M-E-D.

Speaker speaker_0: Last name?

Speaker speaker_1: Khan, K-H-A-N.

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

Speaker speaker_1: Yes, 939 Mauch, M-A-U-C-H, Chunk Road, Palmerton, PA 18071 and it's 12/27/69.

Speaker speaker_0: Thank you. Yes, we got a good phone number at 484-627-2482.

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is eddieDrummer76@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. You said you called a couple weeks ago and requested it?

Speaker speaker_1: Yeah. They, they sent me one on email. They sent, they sent a card through email and it said that it would be mailing it out in seven to ten days but I haven't gotten it yet.

Speaker speaker_0: So you got the one in email but you ain't got the physical one?

Speaker speaker_1: Right.

Speaker speaker_0: Okay. So I'll put in a request for a physical one to be sent again. Looks like you called on the 18th of last month.

Speaker speaker_1: Yes.

Speaker speaker_0: Do you, uh, are you living in a home or an apartment?

Speaker speaker_1: It's like a rooming house but I usually get mail there though.

Speaker speaker_0: 939 M-A-B-C-H Chunk Road?

Speaker speaker_1: M-A-U-C-H.

Speaker speaker_0: M-A-U-C-H Chunk Road?

Speaker speaker_1: Yeah.

Speaker speaker_0: So you don't have a, a room number or anything like that?

Speaker speaker_1: No. It goes to the office. The mail comes to the office.

Speaker speaker_0: Okay. All right. I just submitted a request for it to be sent physically again. It does take one to two weeks for the physical card to get to you.

Speaker speaker_1: Right. Hopefully they get it this time.

Speaker speaker_0: Okay. Well, is there anything else I can help you with today, Mr. Khan?

Speaker speaker_1: Oh, no, that's it.

Speaker speaker_0: All right. If there's nothing else, thanks for calling and benefiting the card. I hope you have a great weekend.

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye.