

## **Transcript: Malcolm**

**Nash-6688705721319424-5887572585136128**

### **Full Transcript**

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, sir. It's D'Angelo Louis. I'm trying to, um, get my, um, my account number, um, for my dentist. I had lost, lost my card, and I had tried to book a 'appointment, and they want the, um, the number off of it. What staffing company you work for? Uh, Service Staff. Slash four your social? 6465. Okay. First name? D'Angelo. Last name? Louis. L-O-U-I-S. For security purposes, can you verify your address and date of birth for me? Um, 418 Parish Street, Shreveport, Mississippi 603, the 10th, 1998. Thank you. So we got your phone number as 666-2157? Yes. And your email is DAngeloouis22@gmail.com? Yes. Do you also need a medical card? Mm-hmm. I need the number off of it. All right. Do you mind if I put you on a brief hold while I get that for you? Yes. Thank you. Hey there, Mr. Louis. Mm-hmm. Have you received... Have you received either of your medical cards yet? Sir? Have you received either one of your medical cards yet in the mail? Um, yes, I had already, um, lost, misplaced it. Okay. Did you want me to put in a request for physical copies as well? Yes. Okay. All right. So you should have an email, which, uh, with both medical cards in it. Okay. You verified that you received them? You sent to my email? Yes, sir. All right. Also, with the 418 Parish Street, is that a home or an apartment? A home. Okay. You don't have any PO Box or anything like that? Sir? You don't have a PO Box or anything like that? A mailbox? Like a separate mailbox that your mail go to. No, it just, um, one mailbox at the address. Okay. All right. So you can expect physical copies of your cards within one to ten days. Okay. I ain't get no email yet. So it should be from the info of Benefits in a Card. It does go to your spam box sometimes as well. You got my email correctly? D'Angelo Louis, 22@gmail.com? So it's D-E-A-N-G-E-L-O-U-I-S 22@gmail.com? No, it D-E-A-N-G-E-L-O. Yeah, D-E-A-N-G-E-L-O-U-I-S 22@gmail.com? Uh-huh. And that's the email that we have on file. Let me try one more time. Nice. I said D-E-A-N-G-E-L-O-U-I-S 22@gmail.com. L-O-U-I-S? Yes. So is it D'Angelo. So, so it's D'Angelo Louis. So it's- Yes. So it's D-E-A-N-G-E-L-O-L-O-U-I-S 22@gmail.com. Yes, that's it. Okay. So they didn't, they didn't... Let me resend that, because they combined... They just, I think they left out the Louis, they restarted the Louis part. I just resented. Can you confirm if you received it? Um, yes, I did. You just got it? Mm-hmm. Well, I just clicked on... There's, there are PDF attachments at the bottom. Okay. All right. Well, is there- I'll take that. ... anything else I can help you with today, Mr. Louis? Um, that's it, sir. All right. Well, if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Okay. Thanks. No problem. Bye.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hey, sir. It's D'Angelo Louis. I'm trying to, um, get my, um, my account number, um, for my dentist. I had lost, lost my card, and I had tried to book a 'appointment, and they want the, um, the number off of it.

Speaker speaker\_0: What staffing company you work for?

Speaker speaker\_1: Uh, Service Staff.

Speaker speaker\_0: Slash four your social?

Speaker speaker\_1: 6465.

Speaker speaker\_0: Okay. First name?

Speaker speaker\_1: D'Angelo.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Louis. L-O-U-I-S.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Um, 418 Parish Street, Shreveport, Mississippi 603, the 10th, 1998.

Speaker speaker\_0: Thank you. So we got your phone number as 666-2157?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email is DAngeloouis22@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Do you also need a medical card?

Speaker speaker\_1: Mm-hmm. I need the number off of it.

Speaker speaker\_0: All right. Do you mind if I put you on a brief hold while I get that for you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. Hey there, Mr. Louis.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Have you received... Have you received either of your medical cards yet?

Speaker speaker\_1: Sir?

Speaker speaker\_0: Have you received either one of your medical cards yet in the mail?

Speaker speaker\_1: Um, yes, I had already, um, lost, misplaced it.

Speaker speaker\_0: Okay. Did you want me to put in a request for physical copies as well?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. All right. So you should have an email, which, uh, with both medical cards in it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You verified that you received them?

Speaker speaker\_1: You sent to my email?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: All right.

Speaker speaker\_0: Also, with the 418 Parish Street, is that a home or an apartment?

Speaker speaker\_1: A home.

Speaker speaker\_0: Okay. You don't have any PO Box or anything like that?

Speaker speaker\_1: Sir?

Speaker speaker\_0: You don't have a PO Box or anything like that?

Speaker speaker\_1: A mailbox?

Speaker speaker\_0: Like a separate mailbox that your mail go to.

Speaker speaker\_1: No, it just, um, one mailbox at the address.

Speaker speaker\_0: Okay. All right. So you can expect physical copies of your cards within one to ten days.

Speaker speaker\_1: Okay. I ain't get no email yet.

Speaker speaker\_0: So it should be from the info of Benefits in a Card. It does go to your spam box sometimes as well.

Speaker speaker\_1: You got my email correctly? D'Angelo Louis, 22@gmail.com?

Speaker speaker\_0: So it's D-E-A-N-G-E-L-O-U-I-S 22@gmail.com?

Speaker speaker\_1: No, it D-E-A-N-G-E-L-O.

Speaker speaker\_0: Yeah, D-E-A-N-G-E-L-O-U-I-S 22@gmail.com?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: And that's the email that we have on file.

Speaker speaker\_1: Let me try one more time.

Speaker speaker\_2: Nice.

Speaker speaker\_0: I said D-E-A-N-G-E-L-O-U-I-S 22@gmail.com.

Speaker speaker\_1: L-O-U-I-S?

Speaker speaker\_0: Yes. So is it D'Angelo. So, so it's D'Angelo Louis. So it's-

Speaker speaker\_1: Yes.

Speaker speaker\_0: So it's D-E-A-N-G-E-L-O-L-O-U-I-S 22@gmail.com.

Speaker speaker\_1: Yes, that's it.

Speaker speaker\_0: Okay. So they didn't, they didn't... Let me resend that, because they combined... They just, I think they left out the Louis, they restarted the Louis part. I just resent. Can you confirm if you received it?

Speaker speaker\_1: Um, yes, I did.

Speaker speaker\_0: You just got it?

Speaker speaker\_1: Mm-hmm. Well, I just clicked on...

Speaker speaker\_0: There's, there are PDF attachments at the bottom.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Well, is there-

Speaker speaker\_1: I'll take that.

Speaker speaker\_0: ... anything else I can help you with today, Mr. Louis?

Speaker speaker\_1: Um, that's it, sir.

Speaker speaker\_0: All right. Well, if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_1: Okay. Thanks.

Speaker speaker\_0: No problem. Bye.