

## Transcript: Malcolm

**Nash-6730405018124288-4754227604537344**

### Full Transcript

Thanks for calling Benefits in the Card. This is ... How can I help you? My name's Justin Anderson and I need to get my card sent to me. I can barely hear you, sir. I said, my name is Justin Anderson and I need to get my card sent to me. What staffing company do you work for? Morales. What's the last four of your social, sir? 8454. Yeah. For security purposes, can you verify your address and date of birth for me? Well, I've got two of them. 2371 North 26th Street, number four, Lafayette, Indiana, 47904 or 1431 West 700 South Kingman, Indiana, 47952. That's the one we have, 1431. And your date of birth? 8/26/92. Thank you. So we got your phone number, 217-772-1581? Yes. And I think your email is peandersson.8563@gmail.com? It does. Thank you. So you need all your ID cards sent to you? Please, if you don't mind. All right. And did you want me to send them physically as well or do you just wanted the digital ones? Just send them to me in the mail. All right. So is that 1431, is that at a home or an apartment? Yes. Th- That's all 1431 West 700 South Kingman, Indiana. Okay. And is there a PO Box or that's just... that address? No. That's the actual address. Okay. You mind if I put you on brief hold while I do get those cards for you? Yes. Thank you. Hey there, Mr. Anderson. Yes. I just sent those ID cards via email. The physical cards will take one to two weeks to get to you. That's fine. Just do... If you want to do both, you can. I mean, that way I'll have them if I need to go right away. Yes, sir. That's why I said I'll just send them to your email. Yeah. And then the physical ones- Oh, yeah. ... will take one to two weeks. Okay, that's fine. I appreciate that. No problem, Mr. Anderson. Was there anything else I can help you with today? No, sir. I just want to appreciate your help. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Thank you. Bye-bye. Thank you. Bye.

### Conversation Format

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

Speaker speaker\_1: My name's Justin Anderson and I need to get my card sent to me.

Speaker speaker\_0: I can barely hear you, sir.

Speaker speaker\_1: I said, my name is Justin Anderson and I need to get my card sent to me.

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

Speaker speaker\_1: Morales.

Speaker speaker\_0: What's the last four of your social, sir?

Speaker speaker\_1: 8454.

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

Speaker speaker\_1: Well, I've got two of them. 2371 North 26th Street, number four, Lafayette, Indiana, 47904 or 1431 West 700 South Kingman, Indiana, 47952.

Speaker speaker\_0: That's the one we have, 1431. And your date of birth?

Speaker speaker\_1: 8/26/92.

Speaker speaker\_0: Thank you. So we got your phone number, 217-772-1581?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I think your email is peandersson.8563@gmail.com?

Speaker speaker\_1: It does.

Speaker speaker\_0: Thank you. So you need all your ID cards sent to you?

Speaker speaker\_1: Please, if you don't mind.

Speaker speaker\_0: All right. And did you want me to send them physically as well or do you just wanted the digital ones?

Speaker speaker\_1: Just send them to me in the mail.

Speaker speaker\_0: All right. So is that 1431, is that at a home or an apartment?

Speaker speaker\_1: Yes. Th- That's all 1431 West 700 South Kingman, Indiana.

Speaker speaker\_0: Okay. And is there a PO Box or that's just... that address?

Speaker speaker\_1: No. That's the actual address.

Speaker speaker\_0: Okay. You mind if I put you on brief hold while I do get those cards for you?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: Yes.

Speaker speaker\_0: I just sent those ID cards via email. The physical cards will take one to two weeks to get to you.

Speaker speaker\_1: That's fine. Just do... If you want to do both, you can. I mean, that way I'll have them if I need to go right away.

Speaker speaker\_0: Yes, sir. That's why I said I'll just send them to your email.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then the physical ones-

Speaker speaker\_1: Oh, yeah.

Speaker speaker\_0: ... will take one to two weeks.

Speaker speaker\_1: Okay, that's fine. I appreciate that.

Speaker speaker\_0: No problem, Mr. Anderson. Was there anything else I can help you with today?

Speaker speaker\_1: No, sir. I just want to appreciate your help.

Speaker speaker\_0: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_1: You too. Thank you. Bye-bye.

Speaker speaker\_0: Thank you. Bye.