

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. How are you? Doing good. How about you? Uh, I'm here working in BG for the family. I last time I call, I do cart but no change for me in the mailbox. Say that again, sir. I, I need the, for bene- benefit for insurance. I working in BG for the family. Last time I call some people. You do it for me, apply, but no come in the cart in mailbox. I try to ... Can I have your social? Uh, last number for social? Mm-hmm. Four two five one. You said four two five one? Yes. First name? Mohammed. M-O-H-A double M-E-J. Alsuwalmen. For security purposes, can you verify your address and date of birth for me? Mohammed Alsuwalmen, uh, 11015 Four Points Drive, Austin, Texas 78726. Apartment 2207. October 13, 1969. Thank you. So we got your phone number as 662-7034. Perfect. And I get email is lastname.usa1@gmail.com? Yes. Or sam2email. Sam_1969_samlyah.com. So do you want to use the, the lastname.usa1@gmail.com or the one you just said? Both. Both is working. And you say you just need your ID card sent physically? Yeah. I, I, I tell him last time every, every week you charge for me \$29. Uh, I need too much high. No need for \$16 every week. Last time I talk some people. Wait, so you want him canceled or you need your ID cards sent to you? No, no, card. The blue shirts, blue sh- blue, blue, this blue shirts is a card. You coming with me in mailbox. But not come with me. So you just want me to, so you just want me to mail you ID cards to you? Correct? Yes. Yeah. All right. When you use me when I go hospital- The- ... or something like that. Okay. So the 11015 Four Points Drive, apartment 2207 Austin, Texas- Yes. ... 78726, that's the right address? Yeah, 2207, the apartment. Mm-hmm. Yes. All right. So I just put in a request for those to be sent to you. It'll take one to two weeks to get them physically. Okay. When you're coming with me in mailbox? It'd be one to two weeks. Two weeks? One to two weeks. Yes, sir. Okay. Oh, everything okay? Uh, this card okay? Benefit for insurance? Yes, sir. Okay. Thank you so much. Appreciate. Have a good day. You too, Mr. Mohammed. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi. How are you?

Speaker speaker_0: Doing good. How about you?

Speaker speaker_1: Uh, I'm here working in BG for the family. I last time I call, I do cart but no change for me in the mailbox.

Speaker speaker_0: Say that again, sir.

Speaker speaker_1: I, I need the, for bene- benefit for insurance. I working in BG for the family. Last time I call some people. You do it for me, apply, but no come in the cart in mailbox. I try to ...

Speaker speaker_0: Can I have your social?

Speaker speaker_1: Uh, last number for social?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Four two five one.

Speaker speaker_0: You said four two five one?

Speaker speaker_1: Yes.

Speaker speaker_0: First name?

Speaker speaker_1: Mohammed. M-O-H-A double M-E-J. Alsuwalmen.

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

Speaker speaker_1: Mohammed Alsuwalmen, uh, 11015 Four Points Drive, Austin, Texas 78726. Apartment 2207. October 13, 1969.

Speaker speaker_0: Thank you. So we got your phone number as 662-7034.

Speaker speaker_1: Perfect.

Speaker speaker_0: And I get email is lastname.usa1@gmail.com?

Speaker speaker_1: Yes. Or sam2email. Sam_1969_samlyah.com.

Speaker speaker_0: So do you want to use the, the lastname.usa1@gmail.com or the one you just said?

Speaker speaker_1: Both. Both is working.

Speaker speaker_0: And you say you just need your ID card sent physically?

Speaker speaker_1: Yeah. I, I, I tell him last time every, every week you charge for me \$29. Uh, I need too much high. No need for \$16 every week. Last time I talk some people.

Speaker speaker_0: Wait, so you want him canceled or you need your ID cards sent to you?

Speaker speaker_1: No, no, card. The blue shirts, blue sh- blue, blue, this blue shirts is a card. You coming with me in mailbox. But not come with me.

Speaker speaker_0: So you just want me to, so you just want me to mail you ID cards to you? Correct?

Speaker speaker_1: Yes. Yeah.

Speaker speaker_0: All right.

Speaker speaker_1: When you use me when I go hospital-

Speaker speaker_0: The-

Speaker speaker_1: ... or something like that.

Speaker speaker_0: Okay. So the 11015 Four Points Drive, apartment 2207 Austin, Texas-

Speaker speaker_1: Yes.

Speaker speaker_0: ... 78726, that's the right address?

Speaker speaker_1: Yeah, 2207, the apartment.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So I just put in a request for those to be sent to you. It'll take one to two weeks to get them physically.

Speaker speaker_1: Okay. When you're coming with me in mailbox?

Speaker speaker_0: It'd be one to two weeks.

Speaker speaker_1: Two weeks?

Speaker speaker_0: One to two weeks. Yes, sir.

Speaker speaker_1: Okay. Oh, everything okay? Uh, this card okay? Benefit for insurance?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Thank you so much. Appreciate. Have a good day.

Speaker speaker_0: You too, Mr. Mohammed. Thank you.

Speaker speaker_1: Bye-bye.