

## **Transcript: Malcolm**

**Nash-4562386804064256-5229323787747328**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Ms. Lowery? I'm sorry? Is this Ms. Lowery Emily? It is. This is Malcolm with Benefits in the Card. I'm calling in regards to your enrollment form with MAU. Okay. Hey, so it looks like you left your form blank, and we're just calling to verify if you wanted to get enrolled into the health insurance or not offered through MAU. Uh, not at the moment. All right. So I do see that it's missing an address as well. Would you like to put your address on the file so we can p-complete your profile with MAU? You can. Okay. What's the address for you? 466 N. Lear Street, Lot 36. And then the city state zip code? Hartwell, Georgia 30643. How do you spell that? Hartwell, H-A-R-T-W-E-L-L. And what was the zip code? 30643. Thank you. All right. Well, that's all we needed from you, Ms. Emily. I hope you have a great rest of your week. You, too. Take care.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, is this Ms. Lowery?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: Is this Ms. Lowery Emily?

Speaker speaker\_2: It is.

Speaker speaker\_1: This is Malcolm with Benefits in the Card. I'm calling in regards to your enrollment form with MAU.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Hey, so it looks like you left your form blank, and we're just calling to verify if you wanted to get enrolled into the health insurance or not offered through MAU.

Speaker speaker\_2: Uh, not at the moment.

Speaker speaker\_1: All right. So I do see that it's missing an address as well. Would you like to put your address on the file so we can p- complete your profile with MAU?

Speaker speaker\_2: You can.

Speaker speaker\_1: Okay. What's the address for you?

Speaker speaker\_2: 466 N. Lear Street, Lot 36.

Speaker speaker\_1: And then the city state zip code?

Speaker speaker\_2: Hartwell, Georgia 30643.

Speaker speaker\_1: How do you spell that?

Speaker speaker\_2: Hartwell, H-A-R-T-W-E-L-L.

Speaker speaker\_1: And what was the zip code?

Speaker speaker\_2: 30643.

Speaker speaker\_1: Thank you. All right. Well, that's all we needed from you, Ms. Emily. I hope you have a great rest of your week.

Speaker speaker\_2: You, too.

Speaker speaker\_1: Take care.