

## **Transcript: Malcolm**

**Nash-4628169970991104-4880322367111168**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Um, yes, uh, I keep getting texts that are showing... It says, um... Hold on, let me, let me go to it. It saying, "Hello, friendly reminder your opportunity to enroll is, is coming to an end." For what, for what staff and company, sir? What staffing company? Um, for Partners in Personnel. This is a text message going out to let you know that your window to get enrolled into the health insurance offered through Partners in Personnel is closing. Oh, okay. Do they do dental? Yes, sir. They do dental insurance? Yes, sir. I'd like to enroll in a general, um, dental plan. What's the last four you spoke to? Can you help me with that? 5728. First name? Christopher. Last name? Givens. All right, for security purposes, can you verify your address and date of birth for me? Can you verify your address and date of birth for me? Yeah. 72 Northwest 63rd Street, Miami, Florida 33147. And my birthday is 12/8/1981. Thank you, so we got a good phone number. 786-540-1541. 1541. Correct. Got email at stevegivens315@gmail.com? Yes. Thank you. So you just want to get enrolled in the dental and that's it? Yes, because I have health insurance already. I just need dental. I really need dental. So with dental it'll be \$3.63. That'll be deducted weekly. Is there anything else that you're interested in? Uh, no. And with dental, I mean, uh, do implants come with that? I wouldn't be able to tell you because we're not the carrier. We're just a plan administrator. So, basically what I need it for... I don't... I need to find that out before, um, I get permission to take, uh, three dollars out my check. I mean, so- I got a phone number you can call- Let me know when you ask for permission. ... and get more information. Okay. Whenever you're ready. Okay. Right, so her name is Sandra. She's with American Public Life. American Public Life is the carrier for your dental coverage. Okay. So tell me- Her num- her number is 601. 601? Yep. 936- 936- 3287. 3287. Her name is Sandra? Yes, sir. Okay. Okay, so, uh, I talk, I'm gonna call her and talk to her, and then I'll call you back? Is that... That'll work? Yes, sir. We're open til 8:00 PM Eastern Time, Monday through Friday. Okay. Yeah. I just want to find out, um, do they do implants, um, before I get on the pro- uh, enroll on the plan. I can also give you the direct phone number- Hold on, hold on one second. ... to American Public Life too in case she doesn't answer the phone. Answer the phone. Okay, yeah. Whenever you're ready. I'm ready. It's 1-800- Uh-huh. ... 256- Uh-huh. ... 8606. 8606? Yep, and you want to hit option four to speak with a representative. Okay. Option four. All right, thank you very much. No problem, Mr. Givens. Was there anything else I can help you with today? No, sir. There's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week, man. Okay, you too. Bye. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Um, yes, uh, I keep getting texts that are showing... It says, um... Hold on, let me, let me go to it. It saying, "Hello, friendly reminder your opportunity to enroll is, is coming to an end."

Speaker speaker\_0: For what, for what staff and company, sir?

Speaker speaker\_1: What staffing company? Um, for Partners in Personnel.

Speaker speaker\_0: This is a text message going out to let you know that your window to get enrolled into the health insurance offered through Partners in Personnel is closing.

Speaker speaker\_1: Oh, okay. Do they do dental?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: They do dental insurance?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: I'd like to enroll in a general, um, dental plan.

Speaker speaker\_0: What's the last four you spoke to?

Speaker speaker\_1: Can you help me with that? 5728.

Speaker speaker\_0: First name?

Speaker speaker\_1: Christopher.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Givens.

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

Speaker speaker\_1: Yeah. 72 Northwest 63rd Street, Miami, Florida 33147. And my birthday is 12/8/1981.

Speaker speaker\_0: Thank you, so we got a good phone number. 786-540-1541. 1541.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Got email at stevegivens315@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. So you just want to get enrolled in the dental and that's it?

Speaker speaker\_1: Yes, because I have health insurance already. I just need dental. I really need dental.

Speaker speaker\_0: So with dental it'll be \$3.63. That'll be deducted weekly. Is there anything else that you're interested in?

Speaker speaker\_1: Uh, no. And with dental, I mean, uh, do implants come with that?

Speaker speaker\_0: I wouldn't be able to tell you because we're not the carrier. We're just a plan administrator.

Speaker speaker\_1: So, basically what I need it for... I don't... I need to find that out before, um, I get permission to take, uh, three dollars out my check. I mean, so-

Speaker speaker\_0: I got a phone number you can call-

Speaker speaker\_1: Let me know when you ask for permission.

Speaker speaker\_0: ... and get more information.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Whenever you're ready.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Right, so her name is Sandra. She's with American Public Life. American Public Life is the carrier for your dental coverage.

Speaker speaker\_1: Okay. So tell me-

Speaker speaker\_0: Her num- her number is 601.

Speaker speaker\_1: 601?

Speaker speaker\_0: Yep. 936-

Speaker speaker\_1: 936-

Speaker speaker\_0: 3287.

Speaker speaker\_1: 3287. Her name is Sandra?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Okay, so, uh, I talk, I'm gonna call her and talk to her, and then I'll call you back? Is that... That'll work?

Speaker speaker\_0: Yes, sir. We're open til 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker\_1: Okay. Yeah. I just want to find out, um, do they do implants, um, before I get on the pro- uh, enroll on the plan.

Speaker speaker\_0: I can also give you the direct phone number-

Speaker speaker\_1: Hold on, hold on one second.

Speaker speaker\_0: ... to American Public Life too in case she doesn't answer the phone.  
Answer the phone.

Speaker speaker\_1: Okay, yeah.

Speaker speaker\_0: Whenever you're ready.

Speaker speaker\_1: I'm ready.

Speaker speaker\_0: It's 1-800-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... 256-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... 8606.

Speaker speaker\_1: 8606?

Speaker speaker\_0: Yep, and you want to hit option four to speak with a representative.

Speaker speaker\_1: Okay. Option four. All right, thank you very much.

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

Speaker speaker\_1: No, sir.

Speaker speaker\_0: There's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week, man.

Speaker speaker\_1: Okay, you too. Bye.

Speaker speaker\_0: Thank you.