

## Transcript: Malcolm

**Nash-4644431491022848-5148162435366912**

### Full Transcript

Hey, Supreme Benefits in the Card. This is Malcolm, how can I help you? Yes, hi. Um, my name is April Kimel and it says to call this number regarding a life-changing event. I work for Oxford. Okay. Can I have the case number? Now- Wait, what do you mean the case... Well, well, well- Well, it says- Give me one moment, ma'am. So you calling about a, what exactly? A qualifying life event. Okay. So I'm not sure what you mean by case number. Uh- Oh, it just says... I, I don't know. This was from Oxford, so I don't know. Maybe that was just for her. Okay. What's the last four of your social? 7594. First name? April. Okay. For security purposes, can you verify your address and date of birth for me? 880 Bridge Street, Apartment 8, Lowell, Mass 0850. 4/13/76. Thank you. So we got your phone number at 761-9087? Yes. Can I get email as aubrey@msn.com? It's called spabrier@msn.com. Thank you. Mm-hmm. So it looks like sh- someone spoke to you yesterday. Yes. That's why I didn't understand 'cause I got an email this morning. So I'm like, "I already spoke to somebody so I'm not sure why I received it." Yes. So they sent you a, they sent you an email to submit the information needed for the QLE. Okay. Yep. All right. So I will- If you have- I will submit. Yes, ma'am. So we were... With the email that was sent to you, just respond with the information that was requested and then- Okay. ... we'll... The review will take 24 to 48 hours once we receive the documentation you sent. Okay. All right. Thank you so much. No problem, Ms. Kimel. You have a great rest of your day. You too. Bye-bye. Thank you. Bye.

### Conversation Format

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

Speaker speaker\_1: Yes, hi. Um, my name is April Kimel and it says to call this number regarding a life-changing event. I work for Oxford.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Can I have the case number? Now-

Speaker speaker\_0: Wait, what do you mean the case... Well, well, well-

Speaker speaker\_1: Well, it says-

Speaker speaker\_0: Give me one moment, ma'am. So you calling about a, what exactly?

Speaker speaker\_1: A qualifying life event.

Speaker speaker\_0: Okay. So I'm not sure what you mean by case number. Uh-

Speaker speaker\_1: Oh, it just says... I, I don't know. This was from Oxford, so I don't know. Maybe that was just for her.

Speaker speaker\_0: Okay. What's the last four of your social?

Speaker speaker\_1: 7594.

Speaker speaker\_0: First name?

Speaker speaker\_1: April.

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

Speaker speaker\_1: 880 Bridge Street, Apartment 8, Lowell, Mass 0850. 4/13/76.

Speaker speaker\_0: Thank you. So we got your phone number at 761-9087?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Can I get email as aubrey@msn.com?

Speaker speaker\_1: It's called spabrier@msn.com.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So it looks like sh- someone spoke to you yesterday.

Speaker speaker\_1: Yes. That's why I didn't understand 'cause I got an email this morning. So I'm like, "I already spoke to somebody so I'm not sure why I received it."

Speaker speaker\_0: Yes. So they sent you a, they sent you an email to submit the information needed for the QLE.

Speaker speaker\_1: Okay. Yep. All right. So I will-

Speaker speaker\_0: If you have-

Speaker speaker\_1: I will submit.

Speaker speaker\_0: Yes, ma'am. So we were... With the email that was sent to you, just respond with the information that was requested and then-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... we'll... The review will take 24 to 48 hours once we receive the documentation you sent.

Speaker speaker\_1: Okay. All right. Thank you so much.

Speaker speaker\_0: No problem, Ms. Kimel. You have a great rest of your day.

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

Speaker speaker\_0: Thank you. Bye.