

Transcript: Malcolm

Nash-4821886662918144-4971547059077120

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the card. This is Malcolm, how can I help you? Hi there. How are you? I'm doing good. How about you? Good. I'm doing great this morning. I was just calling to ask a question about my health plan concerning birth control? Birth control. I, I wouldn't be able to answer specific questions 'cause we're not the carrier. I can direct you to your carrier if you would like. Yeah, that's perfect. Okay. So whenever you're ready I can give you their phone number. All right. Go for it. It's 1-800. 1-800. 256- 2-5-6. 8-6-0-6. 8-6-0-6. All right. And you'll- Thank you so much. And you'll get, and you'll hit opt- You will hit option four to speak with a representative. All right. Thank you so much. No problem. You have a great day. You as well. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... benefits in the card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi there. How are you?

Speaker speaker_1: I'm doing good. How about you?

Speaker speaker_2: Good. I'm doing great this morning. I was just calling to ask a question about my health plan concerning birth control?

Speaker speaker_1: Birth control. I, I wouldn't be able to answer specific questions 'cause we're not the carrier. I can direct you to your carrier if you would like.

Speaker speaker_2: Yeah, that's perfect.

Speaker speaker_1: Okay. So whenever you're ready I can give you their phone number.

Speaker speaker_2: All right. Go for it.

Speaker speaker_1: It's 1-800.

Speaker speaker_2: 1-800.

Speaker speaker_1: 256-

Speaker speaker_2: 2-5-6.

Speaker speaker_1: 8-6-0-6.

Speaker speaker_2: 8-6-0-6. All right.

Speaker speaker_1: And you'll-

Speaker speaker_2: Thank you so much.

Speaker speaker_1: And you'll get, and you'll hit opt- You will hit option four to speak with a representative.

Speaker speaker_2: All right. Thank you so much.

Speaker speaker_1: No problem. You have a great day.

Speaker speaker_2: You as well. Bye-bye.