

## **Transcript: Malcolm**

**Nash-4883315068026880-5015754077159424**

### **Full Transcript**

Thank you for calling Benefit Clinic. Hi, this is Malcolm. How can I help you? Uh, good afternoon. Um, I recently, um... got, um, insurance and I had the healthcare and the dental one, well just the dental one come in and the vision didn't come in. And I contact, contacted AP and they gave me your guys' number. All right. So you just need your med- you just need your medical card sent to you? No, a vision, yeah. Which staffing company do you work part... Which staffing company do you work for? HG. HG Staffing? Yes. Uh. Mm-hmm. What's the last four of your Social, ma'am? Oh my gosh. I don't have it with me. What time do you guys close? We're open till 8:00 PM Eastern Time. Okay. Thank you. Cool.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefit Clinic. Hi, this is Malcolm. How can I help you?

Speaker speaker\_1: Uh, good afternoon. Um, I recently, um... got, um, insurance and I had the healthcare and the dental one, well just the dental one come in and the vision didn't come in. And I contact, contacted AP and they gave me your guys' number.

Speaker speaker\_0: All right. So you just need your med- you just need your medical card sent to you?

Speaker speaker\_1: No, a vision, yeah.

Speaker speaker\_0: Which staffing company do you work part... Which staffing company do you work for?

Speaker speaker\_1: HG.

Speaker speaker\_0: HG Staffing?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Uh.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: What's the last four of your Social, ma'am?

Speaker speaker\_1: Oh my gosh. I don't have it with me. What time do you guys close?

Speaker speaker\_0: We're open till 8:00 PM Eastern Time.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Cool.