

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yes, my name's Laura Utley. I work for Crown. Um, and I just... I was wanting to get short-term and long-term disability, if that's available. That's the only insurance I need. All right. For security purposes, can you verify your address and date of birth for me? Um, 203 Frederick Street, Madisonville. Um, birthday is 5/19/70. Thank you. So we got your phone number, 270-452-9259? Yes. And the e- email address is utelylaura@yahoo.com? Yes. Thank you. I tried to do it online, but I don't know my code. You're fine. So I can get you enrolled into short-term disability. I don't know if Crown offers short-term disability. That's something you would have to ask them directly. Okay. But I can get you enrolled in a short-term disability. That was the only thing that you wanted? Yes. My husband has medical insurance through his work, so yeah, that's all I need, is the short-term disability. So... All right. So your total will be \$3.82. Are you aware that this coverage won't start until January? Yeah. That's fine. Got it. All right. I got you enrolled then, Miss Laura. Was there anything else I can help you with today? No, that's all. Thank you so much. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Have a happy . Take care. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Yes, my name's Laura Utley. I work for Crown. Um, and I just... I was wanting to get short-term and long-term disability, if that's available. That's the only insurance I need.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Um, 203 Frederick Street, Madisonville. Um, birthday is 5/19/70.

Speaker speaker_1: Thank you. So we got your phone number, 270-452-9259?

Speaker speaker_2: Yes.

Speaker speaker_1: And the e- email address is utelylaura@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you.

Speaker speaker_2: I tried to do it online, but I don't know my code.

Speaker speaker_1: You're fine. So I can get you enrolled into short-term disability. I don't know if Crown offers short-term disability. That's something you would have to ask them directly.

Speaker speaker_2: Okay.

Speaker speaker_1: But I can get you enrolled in a short-term disability. That was the only thing that you wanted?

Speaker speaker_2: Yes. My husband has medical insurance through his work, so yeah, that's all I need, is the short-term disability. So...

Speaker speaker_1: All right. So your total will be \$3.82. Are you aware that this coverage won't start until January?

Speaker speaker_2: Yeah. That's fine.

Speaker speaker_1: Got it. All right. I got you enrolled then, Miss Laura. Was there anything else I can help you with today?

Speaker speaker_2: No, that's all. Thank you so much.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You too. Have a happy .

Speaker speaker_1: Take care. You too. Thank you.