**Transcript: Malcolm** 

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## **Full Transcript**

Thank you for calling Benefits Center 400. This is Malcolm. How can I help you? I'm going to go now. Uh, hi. Um, I'm calling for a message that, um, a Louis Angel Rodriguez Quevedo received that he had 30 days, um, after his first check to apply. What does that mean? Health insurance offered through the staffing company. What staffing company does he work for? It's, uh, the, well, the, uh, the hotel is, um, Mandarin. I need the staffing company he went through. The staffing company HSS? So in order to look his up... look up his account, I would need him to give me his information. Okay. Do you speak Spanish? No, but I do have Spanish... We do have bilingual reps available. Okay. Can you transfer me to them then? Yes, ma'am. Give me one moment. Sure thing. HELD BELLEVIS THE STATE OF THE HSS? Yes. So in order to look his up... look up his account, I would need him to give me his information. Okay. Do you speak Spanish? No, but I do have Spanish... We do have bilingual reps available. Okay. Can you transfer me to them then? Yes, ma'am. Give me one moment. Sure thing. 2008-2012 **2008-2012 2008-2012 2008-2012 2008-2012 2008-2012 2008-2012 2008-2012 2008-2012** 

## **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Center 400. This is Malcolm. How can I help you?

Speaker speaker\_1: I'm going to go now. Uh, hi. Um, I'm calling for a message that, um, a Louis Angel Rodriguez Quevedo received that he had 30 days, um, after his first check to apply. What does that mean?

Speaker speaker\_0: Health insurance offered through the staffing company. What staffing company does he work for?

Speaker speaker\_1: It's, uh, the, well, the, uh, the hotel is, um, Mandarin.

Speaker speaker 0: I need the staffing company he went through.

Speaker speaker\_1: The staffing company ■■■■ ■■■■■ ■■■■■ ?

Speaker speaker\_0: Hello?

Speaker speaker\_1: Hello. It's HSS?

Speaker speaker\_0: So in order to look his up... look up his account, I would need him to give me his information.

Speaker speaker\_1: Okay. Do you speak Spanish?

Speaker speaker\_0: No, but I do have Spanish... We do have bilingual reps available.

Speaker speaker\_1: Okay. Can you transfer me to them then?

Speaker speaker\_0: Yes, ma'am. Give me one moment.

Speaker speaker\_0: Hello?

Speaker speaker 1: Hello. It's HSS?

Speaker speaker\_2: Yes.

Speaker speaker\_0: So in order to look his up... look up his account, I would need him to give me his information.

Speaker speaker\_1: Okay. Do you speak Spanish?

Speaker speaker\_0: No, but I do have Spanish... We do have bilingual reps available.

Speaker speaker\_1: Okay. Can you transfer me to them then?

Speaker speaker\_0: Yes, ma'am. Give me one moment.