

Transcript: Malcolm

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Full Transcript

Case defined benefits in a card, this is Malcolm, how can I help you? Hi, um, I'm just looking to find my health insurance policy number. What staffing company do you work for? Creative Circle. What's the last four of your social? 8873. First name? John. Last name? Kenney. Okay, for security purposes can you verify your address and date of birth for me? Yeah, it's 627 Polk Street Northeast Five, Minneapolis, Minnesota 55413 and my date of birth is January 8th, 1997. Thank you, so we got your phone number 314-608-4790? Yeah, that's right. And your email is johnrkenneydesign@gmail.com? Yes, that's right. Thank you. Do you believe you'll need your ID cards? Um, so I had... There's an email that's sent to me for my dental, vision and life insurance policy cards, but it doesn't include the medical one. So then there's no life insurance policy card, so the other one must be your medical card. Oh okay, so even though it says, uh, limited... Um, even though it's American Public Life, that's still the medical, um... Yes sir, American Public Life covers your medical, your dental and your life insurance. Oh okay, I gotcha. Okay, cool. All right, was there anything else I can help you with today, Mr. John? Nope, that was all. Thank you so much. No problem at Case Defined Benefits In A Card. I hope you have a great rest of your week. You too, bye-bye. Thank you.

Conversation Format

Speaker speaker_0: Case defined benefits in a card, this is Malcolm, how can I help you?

Speaker speaker_1: Hi, um, I'm just looking to find my health insurance policy number.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 8873.

Speaker speaker_0: First name?

Speaker speaker_1: John.

Speaker speaker_0: Last name?

Speaker speaker_1: Kenney.

Speaker speaker_0: Okay, for security purposes can you verify your address and date of birth for me?

Speaker speaker_1: Yeah, it's 627 Polk Street Northeast Five, Minneapolis, Minnesota 55413 and my date of birth is January 8th, 1997.

Speaker speaker_0: Thank you, so we got your phone number 314-608-4790?

Speaker speaker_1: Yeah, that's right.

Speaker speaker_0: And your email is johnrkenneydesign@gmail.com?

Speaker speaker_1: Yes, that's right.

Speaker speaker_0: Thank you. Do you believe you'll need your ID cards?

Speaker speaker_1: Um, so I had... There's an email that's sent to me for my dental, vision and life insurance policy cards, but it doesn't include the medical one.

Speaker speaker_0: So then there's no life insurance policy card, so the other one must be your medical card.

Speaker speaker_1: Oh okay, so even though it says, uh, limited... Um, even though it's American Public Life, that's still the medical, um...

Speaker speaker_0: Yes sir, American Public Life covers your medical, your dental and your life insurance.

Speaker speaker_1: Oh okay, I gotcha. Okay, cool.

Speaker speaker_0: All right, was there anything else I can help you with today, Mr. John?

Speaker speaker_1: Nope, that was all. Thank you so much.

Speaker speaker_0: No problem at Case Defined Benefits In A Card. I hope you have a great rest of your week.

Speaker speaker_1: You too, bye-bye.

Speaker speaker_0: Thank you.