

Transcript: Malcolm

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Full Transcript

This is not the f50 clinic. This is Malcolm. How can I help you? Um, I just missed your phone call. Um, I'm not for sure why they called me. I was trying to get insurance- What's the national company? Huh? What's the national company you work for? WSI work for in Battle Creek, Michigan. They have two of 'em. What's the last four of your social? 1432. Your first name? Latrice. Is that Patrice? La-, L-A-T-, Latrice. Last name? Norwood. All right. For security purposes, can you verify your address and date of birth for me? 25 Convent Street, Apartment 7, Battle Creek, Michigan, 49014, 11/16/66. Excuse... Can I get your phone number, a 269-453-1643? Yes. And the email is latreegray@yahoo.com? Yes. All right. Yes, this looks like an outbound call was made to let you know that you are eligible to get enrolled into the coverage. Okay. Um, is there any way you could send me information about the coverage? Yes, ma'am. You'd like us to send you a benefits guide. Yes, please. Okay. Ms. Latre- And what will be next? Um, you s- sign me up or how would you do that? You call me back? Yes, we just met you up. Um, whenever you hear from me, just give us a call and we can get you signed up. All right. Thank you, sir. I will check over it. You're going to send it to me now? Yeah, I'm just so... Just to confirm, latreegray@yahoo.com, that's a good email- Yes. ... to send it to you? Okay. All right. Thank you. No problem, miss, Miss Latrice. Was there anything else I can help you with today? No, sir. Thank you so much. Have a good day. You too. Thank you. You're welcome. Bye.

Conversation Format

Speaker speaker_0: This is not the f50 clinic. This is Malcolm. How can I help you?

Speaker speaker_1: Um, I just missed your phone call. Um, I'm not for sure why they called me. I was trying to get insurance-

Speaker speaker_0: What's the national company?

Speaker speaker_1: Huh?

Speaker speaker_0: What's the national company you work for?

Speaker speaker_1: WSI work for in Battle Creek, Michigan. They have two of 'em.

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

Speaker speaker_1: 1432.

Speaker speaker_0: Your first name?

Speaker speaker_1: Latrice.

Speaker speaker_0: Is that Patrice?

Speaker speaker_1: La-, L-A-T-, Latrice.

Speaker speaker_0: Last name?

Speaker speaker_1: Norwood.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 25 Convent Street, Apartment 7, Battle Creek, Michigan, 49014, 11/16/66.

Speaker speaker_0: Excuse... Can I get your phone number, a 269-453-1643?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is latreegray@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Yes, this looks like an outbound call was made to let you know that you are eligible to get enrolled into the coverage.

Speaker speaker_1: Okay. Um, is there any way you could send me information about the coverage?

Speaker speaker_0: Yes, ma'am. You'd like us to send you a benefits guide.

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay. Ms. Latre-

Speaker speaker_1: And what will be next? Um, you s- sign me up or how would you do that? You call me back?

Speaker speaker_0: Yes, we just met you up. Um, whenever you hear from me, just give us a call and we can get you signed up.

Speaker speaker_1: All right. Thank you, sir. I will check over it. You're going to send it to me now?

Speaker speaker_0: Yeah, I'm just so... Just to confirm, latreegray@yahoo.com, that's a good email-

Speaker speaker_1: Yes.

Speaker speaker_0: ... to send it to you?

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: No problem, miss, Miss Latrice. Was there anything else I can help you with today?

Speaker speaker_1: No, sir. Thank you so much. Have a good day.

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: You're welcome. Bye.