

## **Transcript: Malcolm**

**Nash-5267152750297088-4731094795075584**

### **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? How you doing, Malcolm? Uh, my name is William Taylor and I was trying to get my ins- insurance information, uh, tomorrow from- from my job. So what's the last company you worked for? Well served. What's the last four of your social? 2399. First name? William. Last name? Taylor. All right, for security purposes, can you verify your address and date of birth for me? 9400 ... Apartment 1C, April 2, 1996. I need your city, state and zip code as well. Euler, Nebraska, 63564. Thank you. Should we take your phone number to 901-831-3982? Correct. And your email is littlebubba500@gmail.com? Correct. Thank you. All right. So it doesn't look like your coverage has started yet. It looks like it's still... It looks like it's sent in to be processed but no deductions have been taken yet. Okay. Gotcha. Anything else- All right. ... Mr. Taylor? This, this is it. There's nothing else. Thanks for calling Benefits in the Car. Don't forget, have a great rest of your weekend.

### **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: How you doing, Malcolm? Uh, my name is William Taylor and I was trying to get my ins- insurance information, uh, tomorrow from- from my job.

Speaker speaker\_1: So what's the last company you worked for?

Speaker speaker\_2: Well served.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 2399.

Speaker speaker\_1: First name?

Speaker speaker\_2: William.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Taylor.

Speaker speaker\_1: All right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 9400 ... Apartment 1C, April 2, 1996.

Speaker speaker\_1: I need your city, state and zip code as well.

Speaker speaker\_2: Euler, Nebraska, 63564.

Speaker speaker\_1: Thank you. Should we take your phone number to 901-831-3982?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And your email is littlebubba500@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Thank you. All right. So it doesn't look like your coverage has started yet. It looks like it's still... It looks like it's sent in to be processed but no deductions have been taken yet.

Speaker speaker\_2: Okay. Gotcha.

Speaker speaker\_1: Anything else-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... Mr. Taylor?

Speaker speaker\_2: This, this is it.

Speaker speaker\_1: There's nothing else. Thanks for calling Benefits in the Car. Don't forget, have a great rest of your weekend.