

## **Transcript: Malcolm**

**Nash-5723865779716096-5869724748136448**

### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, this is Jasmine Smith. I forgot my, my password on, um, what do you call it? Hello? I said I forgot my password. What you talking about, baby? Uh, um, what do you call it, Mommy? You know, you tell me what you call what. The Benefit... Hello? Yes, ma'am. I said I forgot my password on, on the Benefit, with Jasmine Smith. So, what did you need me to do exactly for you, ma'am? Um, I can't get into my password. So, have you tried resetting your password? Uh, yes. Did you not, so you didn't receive an email to reset your password? No, I got it on my phone. On what? Don't say anything. So you're, you're, you would have to reach out to your staffing company. They're the ones responsible for giving you that information. What we do on our end, I can get you, did you need me to change something on your insurance? No. Did you need help request an ID card? She's just trying to get in with him and she needs all the information, and she forgot. Okay, so- yeah, so I would reach out to- She forgot her password or something. Yeah, her phone number. So I would reach out to the staffing company. They will be able to give you a reset. They'll be able to help you with that information because they provide you with that. We just get you enrolled or unenrolled from the coverage. Mm-hmm. She can't log in without it. Won't let her log in if she don't know it. Okay then, thank you. Like I say, you would call, call the staffing company and ask them to resend you your login information because we will... only, only thing that we ... here is to get you enrolled or unenrolled from the coverage. Okay. All right. Thank you. No problem. All right.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Hey, this is Jasmine Smith. I forgot my, my password on, um, what do you call it?

Speaker speaker\_0: Hello?

Speaker speaker\_1: I said I forgot my password.

Speaker speaker\_2: What you talking about, baby?

Speaker speaker\_1: Uh, um, what do you call it, Mommy?

Speaker speaker\_2: You know, you tell me what you call what.

Speaker speaker\_1: The Benefit... Hello?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: I said I forgot my password on, on the Benefit, with Jasmine Smith.

Speaker speaker\_0: So, what did you need me to do exactly for you, ma'am?

Speaker speaker\_1: Um, I can't get into my password.

Speaker speaker\_0: So, have you tried resetting your password?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: Did you not, so you didn't receive an email to reset your password?

Speaker speaker\_1: No, I got it on my phone.

Speaker speaker\_2: On what? Don't say anything.

Speaker speaker\_0: So you're, you're, you would have to reach out to your staffing company. They're the ones responsible for giving you that information. What we do on our end, I can get you, did you need me to change something on your insurance?

Speaker speaker\_1: No.

Speaker speaker\_0: Did you need help request an ID card?

Speaker speaker\_2: She's just trying to get in with him and she needs all the information, and she forgot.

Speaker speaker\_0: Okay, so- yeah, so I would reach out to-

Speaker speaker\_2: She forgot her password or something. Yeah, her phone number.

Speaker speaker\_0: So I would reach out to the staffing company. They will be able to give you a reset. They'll be able to help you with that information because they provide you with that. We just get you enrolled or unenrolled from the coverage.

Speaker speaker\_2: Mm-hmm. She can't log in without it. Won't let her log in if she don't know it. Okay then, thank you.

Speaker speaker\_0: Like I say, you would call, call the staffing company and ask them to resend you your login information because we will... only, only thing that we ... here is to get you enrolled or unenrolled from the coverage.

Speaker speaker\_2: Okay. All right. Thank you.

Speaker speaker\_0: No problem.

Speaker speaker\_2: All right.