

Transcript: Malcolm

Nash-5733474258042880-5885616629399552

Full Transcript

Thank you for calling Benefits in a Card, this is Malcolm, how can I help you? Yes, good morning. I just got a call from one of the doctors and somehow I missed the call. Is there any way I can get a hold of him again? You said a doctor? Yeah, I called the uh... I went into your application and I was trying to get the, uh, the urgent care for me. The, the visit. Sir, you gotta go through the app. This is the... we're Benefits in a Card. We're just the- Yeah. Correct. So, you're trying to... I'm confused on what exactly what you need. You say you missed a call from the-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, this is Malcolm, how can I help you?

Speaker speaker_1: Yes, good morning. I just got a call from one of the doctors and somehow I missed the call. Is there any way I can get a hold of him again?

Speaker speaker_0: You said a doctor?

Speaker speaker_1: Yeah, I called the uh... I went into your application and I was trying to get the, uh, the urgent care for me. The, the visit.

Speaker speaker_0: Sir, you gotta go through the app. This is the... we're Benefits in a Card. We're just the-

Speaker speaker_1: Yeah. Correct.

Speaker speaker_0: So, you're trying to... I'm confused on what exactly what you need. You say you missed a call from the-