

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you? Hello, this is Isabel Amal. I was calling because my company, Lingo, has, uh, is transitioning us from a different insurance to you, and they told me I should reach out to you if I don't want to enroll so you can just not enroll me automatically. What fashion company do you work for? Lingo. Say that again, ma'am? L-I-N-G-O. Thank you. What's the last four of your social? 2635. You said 2635? Mm-hmm. First name? Maria Isabel. Okay. For security purposes, can you verify your address and date of birth for me? August 15th, 1980. 705 Clearview Drive, Harlingen, Texas 78552. Thank you. All right. I got that decline for you, Miss Maria. Was there anything else I can help you with today? No, that was it. Thank you so much. I appreciate it. No problem. Thanks for calling Benefits in a Cart. I hope you have a great weekend. You too. Bye-bye. Take care. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hello, this is Isabel Amal. I was calling because my company, Lingo, has, uh, is transitioning us from a different insurance to you, and they told me I should reach out to you if I don't want to enroll so you can just not enroll me automatically.

Speaker speaker\_0: What fashion company do you work for?

Speaker speaker\_1: Lingo.

Speaker speaker\_0: Say that again, ma'am?

Speaker speaker\_1: L-I-N-G-O.

Speaker speaker\_0: Thank you. What's the last four of your social?

Speaker speaker\_1: 2635.

Speaker speaker\_0: You said 2635?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: First name?

Speaker speaker\_1: Maria Isabel.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: August 15th, 1980. 705 Clearview Drive, Harlingen, Texas 78552.

Speaker speaker\_0: Thank you. All right. I got that decline for you, Miss Maria. Was there anything else I can help you with today?

Speaker speaker\_1: No, that was it. Thank you so much. I appreciate it.

Speaker speaker\_0: No problem. Thanks for calling Benefits in a Cart. I hope you have a great weekend.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Take care. Bye.