

## **Transcript: Malcolm**

**Nash-6001368267177984-5487670662479872**

### **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? Hi. Um, sorry, I just received a text that basically said, um, there was, like, a lapse in coverage. Sure. What staffing company do you work for? Um, BG Staffing. So that's the text to let you know that your coverage with BG Staffing was not active for this week. So what does... I'm sorry. What does that mean? The health insurance that you have offered through BG Staffing- Mm-hmm. Mm-hmm. ... know that that's- Oh. So would I have to contact them? So, um, so you... So I guess they told you so you can make a direct payment if you wanted to. Just to let you know- Mm-hmm. ... that you don't have active coverage for this week. Mm. Okay. Okay. That's fine. Okay, um, that's all I needed to know. That's fine. Okay. Thank you so much. No problem. Was there anything else I could help you with today, ma'am? Um, no, that's all. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great day.

### **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: Hi. Um, sorry, I just received a text that basically said, um, there was, like, a lapse in coverage.

Speaker speaker\_1: Sure. What staffing company do you work for?

Speaker speaker\_2: Um, BG Staffing.

Speaker speaker\_1: So that's the text to let you know that your coverage with BG Staffing was not active for this week.

Speaker speaker\_2: So what does... I'm sorry. What does that mean?

Speaker speaker\_1: The health insurance that you have offered through BG Staffing-

Speaker speaker\_2: Mm-hmm. Mm-hmm.

Speaker speaker\_1: ... know that that's-

Speaker speaker\_2: Oh. So would I have to contact them?

Speaker speaker\_1: So, um, so you... So I guess they told you so you can make a direct payment if you wanted to. Just to let you know-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... that you don't have active coverage for this week.

Speaker speaker\_2: Mm. Okay. Okay. That's fine. Okay, um, that's all I needed to know. That's fine. Okay. Thank you so much.

Speaker speaker\_1: No problem. Was there anything else I could help you with today, ma'am?

Speaker speaker\_2: Um, no, that's all. Thank you.

Speaker speaker\_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great day.