

## **Transcript: Malcolm**

**Nash-6119157512585216-5852449254195200**

### **Full Transcript**

Thanks. Um, Benefits in the Card. This is Malcolm. How can I help you? Hey, Malcolm. Um, good morning. Uh, my name's Damian Horton. I actually, uh... For some reason I tried to log into my account online and it says my account had been dis-- deactivated. Um, I was hoping to get some help with that. Okay. What staff or company do you work for? Uh, TRC Staffing. TRC. What's the last four of your social? Uh, 6707. Say that one more time. Uh, 6707. 6707. First name? Uh, Damian. Last name? Um, Horton. H-O-R-T-O-N. Okay. For security purposes, can you verify your address and date of birth for me? Uh, 4843 Old Dixie Highway, um, Apartment A2, Forest Park, Georgia 30297. Thank you. And your date of birth? Uh, 04/06/1997. Can you see we got your phone number 470-234-7362? Oh, yes. And if your email is hortondamian19@gmail.com? Yeah. Thank you. Let's see. You said it's saying your coverage is inactive? It was, you know- Well, my... I tried to log into my account and it, it just says that it was deactivated or something like that. You know, I get it taken from my check and I've actually never even used the insurance. Uh, before I was actually gonna set up a dentist appointment and a, you know, a physical or whatever. But it won't let me log in. Mm-hmm. So when did you try to log in? Uh, just now before I called. You know, I tried to reset the password and I didn't get the email or anything. All right. Is it all right if I put you on a brief hold? Yeah, that's fine. Okay. Hey there, Mr. Horton. Hey. You wanna try logging in again for me? Uh, yeah. One moment. Okay, there we go. All right. Well, was there anything else I can help you with today, Mr. Horton? Um, I know I have, um, been paying for dental. Do I... I have my card and everything. Like, if I wanted to set up, like, a dentist appointment, do I just show up with this card or...? Yes, sir. Um- You can go to AM... You can go to ampublic.com, what dentist in your area take the insurance. AM Public. Okay. Okay. Um, all right. Well, I appreciate you. Thank you, man. I- No problem. Definitely have a great evening, okay? Have a good day. Thank you. Oh, no, definitely. All right, have a good one. Thanks. Bye. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Thanks. Um, Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hey, Malcolm. Um, good morning. Uh, my name's Damian Horton. I actually, uh... For some reason I tried to log into my account online and it says my account had been dis-- deactivated. Um, I was hoping to get some help with that.

Speaker speaker\_0: Okay. What staff or company do you work for?

Speaker speaker\_1: Uh, TRC Staffing.

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

Speaker speaker\_1: Uh, 6707.

Speaker speaker\_0: Say that one more time.

Speaker speaker\_1: Uh, 6707.

Speaker speaker\_0: 6707. First name?

Speaker speaker\_1: Uh, Damian.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Um, Horton. H-O-R-T-O-N.

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

Speaker speaker\_1: Uh, 4843 Old Dixie Highway, um, Apartment A2, Forest Park, Georgia 30297.

Speaker speaker\_0: Thank you. And your date of birth?

Speaker speaker\_1: Uh, 04/06/1997.

Speaker speaker\_0: Can you see we got your phone number 470-234-7362?

Speaker speaker\_1: Oh, yes.

Speaker speaker\_0: And if your email is hortondamian19@gmail.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Thank you. Let's see. You said it's saying your coverage is inactive? It was, you know-

Speaker speaker\_1: Well, my... I tried to log into my account and it, it just says that it was deactivated or something like that. You know, I get it taken from my check and I've actually never even used the insurance. Uh, before I was actually gonna set up a dentist appointment and a, you know, a physical or whatever. But it won't let me log in.

Speaker speaker\_0: Mm-hmm. So when did you try to log in?

Speaker speaker\_1: Uh, just now before I called. You know, I tried to reset the password and I didn't get the email or anything.

Speaker speaker\_0: All right. Is it all right if I put you on a brief hold?

Speaker speaker\_1: Yeah, that's fine.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Hey there, Mr. Horton.

Speaker speaker\_3: Hey.

Speaker speaker\_2: You wanna try logging in again for me?

Speaker speaker\_3: Uh, yeah. One moment. Okay, there we go.

Speaker speaker\_2: All right. Well, was there anything else I can help you with today, Mr. Horton?

Speaker speaker\_3: Um, I know I have, um, been paying for dental. Do I... I have my card and everything. Like, if I wanted to set up, like, a dentist appointment, do I just show up with this card or...?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_3: Um-

Speaker speaker\_2: You can go to AM... You can go to ampublic.com, what dentist in your area take the insurance.

Speaker speaker\_3: AM Public. Okay. Okay. Um, all right. Well, I appreciate you. Thank you, man. I-

Speaker speaker\_2: No problem.

Speaker speaker\_3: Definitely have a great evening, okay?

Speaker speaker\_2: Have a good day. Thank you.

Speaker speaker\_3: Oh, no, definitely. All right, have a good one. Thanks. Bye.

Speaker speaker\_2: Thank you. Bye.