

## **Transcript: Malcolm**

**Nash-6277687395139584-4893982772609024**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, I'm calling regarding my life insurance coverage. Um, I'm just wondering how, um, if it's still valid. I had my assignment in about a month ago and just wondering how does that work with my temp agency? That's all. So you want to see if your coverage is active? Yes, yes, my life insurance coverage. I received information about my health insurance, but I was wondering what is going on with my life insurance coverage. What's the last four of your social? Okay, 8614... What staffing company you work for? It's Crown, Crown Staffing or Crown Temp Services. First name? Rachel. Last name? McCain. All right, for security purposes, can you verify your address and date of birth for me? Okay, 110 West Main Street, Lockwood, Illinois, and my date of birth, November 11, 1991. Thank you. So let's see, it doesn't look like your coverage has been active since March 31st. Oh, okay, okay, okay. That was my question. Okay. Well, I know how to... I have to shop for some more insurance. But no, no, um, y- you answered my question. Thank you. No problem. Was there anything else I can help you with today, Miss Rachel? No, that's all. Then if there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too, thank you. No problem. All right.

### **Conversation Format**

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

Speaker speaker\_1: Hi, I'm calling regarding my life insurance coverage. Um, I'm just wondering how, um, if it's still valid. I had my assignment in about a month ago and just wondering how does that work with my temp agency? That's all.

Speaker speaker\_0: So you want to see if your coverage is active?

Speaker speaker\_1: Yes, yes, my life insurance coverage. I received information about my health insurance, but I was wondering what is going on with my life insurance coverage.

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

Speaker speaker\_1: Okay, 8614...

Speaker speaker\_0: What staffing company you work for?

Speaker speaker\_1: It's Crown, Crown Staffing or Crown Temp Services.

Speaker speaker\_0: First name?

Speaker speaker\_1: Rachel.

Speaker speaker\_0: Last name?

Speaker speaker\_1: McCain.

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

Speaker speaker\_1: Okay, 110 West Main Street, Lockwood, Illinois, and my date of birth, November 11, 1991.

Speaker speaker\_0: Thank you. So let's see, it doesn't look like your coverage has been active since March 31st.

Speaker speaker\_1: Oh, okay, okay, okay. That was my question. Okay. Well, I know how to... I have to shop for some more insurance. But no, no, um, y- you answered my question. Thank you.

Speaker speaker\_0: No problem. Was there anything else I can help you with today, Miss Rachel?

Speaker speaker\_1: No, that's all.

Speaker speaker\_0: Then if there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_1: You too, thank you.

Speaker speaker\_0: No problem.

Speaker speaker\_1: All right.