

## **Transcript: Malcolm**

**Nash-6354650990067712-6240636519792640**

### **Full Transcript**

Your call may be- Hello. ... monitored or recorded for quality assurance purposes. This is Mr. Carter. Yes, this is Mr. Carter. Hey, Mr. Carter. This is now for benefits in the car. You remember to speak with me yesterday about getting you an eligibility review? Yes, sir. Right. So it looks like you are eligible to get enrolled and I was just giving you a call to let you know. I don't know if right now is a good time to get enrolled, but- Oh, no, that's all right. ... just wanted to let you know. But can you call me back, like, at like 10:30 'cause I'm at work right now? Yes, sir. We're open till 8:00 PM Eastern Time, Monday through Friday. Okay, I'm gonna call. I'm gonna give you a call. All right. Uh, you have a great night. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... monitored or recorded for quality assurance purposes.

Speaker speaker\_2: This is Mr. Carter.

Speaker speaker\_1: Yes, this is Mr. Carter.

Speaker speaker\_2: Hey, Mr. Carter. This is now for benefits in the car. You remember to speak with me yesterday about getting you an eligibility review?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Right. So it looks like you are eligible to get enrolled and I was just giving you a call to let you know. I don't know if right now is a good time to get enrolled, but-

Speaker speaker\_1: Oh, no, that's all right.

Speaker speaker\_2: ... just wanted to let you know.

Speaker speaker\_1: But can you call me back, like, at like 10:30 'cause I'm at work right now?

Speaker speaker\_2: Yes, sir. We're open till 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker\_1: Okay, I'm gonna call. I'm gonna give you a call.

Speaker speaker\_2: All right. Uh, you have a great night.

Speaker speaker\_1: You too.

Speaker speaker\_2: Thank you.