

## **Transcript: Malcolm**

**Nash-6558679279648768-4839430144180224**

### **Full Transcript**

Hello. Your call may be monitored or recorded for quality assurance purposes. Is this Mr. Terry? Yes, sir. Hey, Mr. Terry. This is Malcolm with Benefits in the Card I'm calling in regards to your enrollment form with Hamilton/Riker Group. Yeah. Yeah, so it looks like you left... you selected you wanted coverage and then you also... Actually, you just left the form blank. We're calling to verify if you want to get enrolled into the coverage or not. Um... It's the health insurance offered through Hamilton/Riker. Is it optional? Yes, sir. Oh, then... No, sir. All right. Well, that's all I needed from you, Mr. Terry. I hope you have a great rest of your week, man. Mm-hmm. Yes, sir. You too, man. Thank you. Mm-hmm. Bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Hello.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Is this Mr. Terry?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_2: Hey, Mr. Terry. This is Malcolm with Benefits in the Card I'm calling in regards to your enrollment form with Hamilton/Riker Group.

Speaker speaker\_0: Yeah.

Speaker speaker\_2: Yeah, so it looks like you left... you selected you wanted coverage and then you also... Actually, you just left the form blank. We're calling to verify if you want to get enrolled into the coverage or not.

Speaker speaker\_0: Um...

Speaker speaker\_2: It's the health insurance offered through Hamilton/Riker.

Speaker speaker\_0: Is it optional?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_0: Oh, then... No, sir.

Speaker speaker\_2: All right. Well, that's all I needed from you, Mr. Terry. I hope you have a great rest of your week, man.

Speaker speaker\_0: Mm-hmm. Yes, sir. You too, man.

Speaker speaker\_2: Thank you.

Speaker speaker\_0: Mm-hmm. Bye.

Speaker speaker\_2: Bye.