

## Transcript: Malcolm

**Nash-4546757146099712-4966824878981120**

### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, Malcolm. Um, I'm not sure if it's the right number to call. Well, I was calling to ask about, like, my coverage for my medical bills. I'm not sure if the office ran my insurance. So is this for claims? Uh, yes. All right, so you want to reach out to the carrier directly. Do you have your ID card? Yes. Well, was it, does it say American Public Life or 90 Degree Benefits? It says Essential Staff Care. And does it have American Public Life anywhere on it, or 90 Degree Benefits? If it's medical, it'll have one of those two names on it. Yeah, I don't see any either one of those. What staffing company do you work for, ma'am? I work for Temp Staff. Temp Staff? Let's see what... Mm-hmm. Let's see the insurance history. So last four of your Social Security? Um, five, five, eight, four. First name? Uh, Keerianna Jones. Okay. For security purposes, can you verify your address and date of birth for me? Hold on a second. 090798. Address, 417 Carson Charley Coulee, Greenwood, Mississippi. I believe I still got your phone number, 662-299-7111. Yes. And there's no email on file. Would you like to add an email? Um, there should be one on file. It's keirimjones@gmail. Can you spell that for me? K-E-E-R-I-M Jones. At gmail.com? Yes. So just to verify, you say K-E-E-R-I-M Jones at gmail.com? Yes. So it doesn't look like your cover started yet. That's probably why you're not able to use it. Looks like you're still waiting for that first deduction to happen. Okay. Well, thank you. No problem, Ms. Jones. Was there anything else I can help you with today? No, sir. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Thank you.

### Conversation Format

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

Speaker speaker\_1: Hey, Malcolm. Um, I'm not sure if it's the right number to call. Well, I was calling to ask about, like, my coverage for my medical bills. I'm not sure if the office ran my insurance.

Speaker speaker\_0: So is this for claims?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: All right, so you want to reach out to the carrier directly. Do you have your ID card?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Well, was it, does it say American Public Life or 90 Degree Benefits?

Speaker speaker\_1: It says Essential Staff Care.

Speaker speaker\_0: And does it have American Public Life anywhere on it, or 90 Degree Benefits? If it's medical, it'll have one of those two names on it.

Speaker speaker\_1: Yeah, I don't see any either one of those.

Speaker speaker\_0: What staffing company do you work for, ma'am?

Speaker speaker\_1: I work for Temp Staff.

Speaker speaker\_0: Temp Staff?

Speaker speaker\_1: Let's see what... Mm-hmm. Let's see the insurance history.

Speaker speaker\_0: So last four of your Social Security?

Speaker speaker\_1: Um, five, five, eight, four.

Speaker speaker\_0: First name?

Speaker speaker\_1: Uh, Keerianna Jones.

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

Speaker speaker\_1: Hold on a second. 090798. Address, 417 Carson Charley Coulee, Greenwood, Mississippi.

Speaker speaker\_0: I believe I still got your phone number, 662-299-7111.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And there's no email on file. Would you like to add an email?

Speaker speaker\_1: Um, there should be one on file. It's keirimjones@gmail.

Speaker speaker\_0: Can you spell that for me?

Speaker speaker\_1: K-E-E-R-I-M Jones.

Speaker speaker\_0: At gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So just to verify, you say K-E-E-R-I-M Jones at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So it doesn't look like your cover started yet. That's probably why you're not able to use it. Looks like you're still waiting for that first deduction to happen.

Speaker speaker\_1: Okay. Well, thank you.

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

Speaker speaker\_1: No, sir.

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

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.