

## **Transcript: Malcolm**

**Nash-4699601145643008-5211913434644480**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefit Clinic. How can I assist? This is Malcolm, how can I help you? Hi. I would like to ask you about my, um, for my mom, she enrolls for insurance so I want to know that approve for her or not. Say that again, ma'am. Uh, I asking for, for my mom, for her health, she apply for insurance. I want to know if she's approved for that insurance. You want to know if your mom is approved for the insurance? Yes. My mom, for her health, she work for the Terrace, uh, Agencies. So are y- are you on her insurance? No. For, she apply for insurance, health insurance. So in order to access her account, she will have to call us and we'll have to speak with her. Oh, okay. She's not here. She at work. Yes, so unfortunately- Anything I... They would... You either have to get her on the phone and she can verbally give you permission to speak on her behalf, or she would have to call in. Oh, okay. Okay, thank you. No problem. All right.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefit Clinic. How can I assist? This is Malcolm, how can I help you?

Speaker speaker\_2: Hi. I would like to ask you about my, um, for my mom, she enrolls for insurance so I want to know that approve for her or not.

Speaker speaker\_1: Say that again, ma'am.

Speaker speaker\_2: Uh, I asking for, for my mom, for her health, she apply for insurance. I want to know if she's approved for that insurance.

Speaker speaker\_1: You want to know if your mom is approved for the insurance?

Speaker speaker\_2: Yes. My mom, for her health, she work for the Terrace, uh, Agencies.

Speaker speaker\_1: So are y- are you on her insurance?

Speaker speaker\_2: No. For, she apply for insurance, health insurance.

Speaker speaker\_1: So in order to access her account, she will have to call us and we'll have to speak with her.

Speaker speaker\_2: Oh, okay. She's not here. She at work.

Speaker speaker\_1: Yes, so unfortunately-

Speaker speaker\_2: Anything I...

Speaker speaker\_1: They would... You either have to get her on the phone and she can verbally give you permission to speak on her behalf, or she would have to call in.

Speaker speaker\_2: Oh, okay. Okay, thank you.

Speaker speaker\_1: No problem.

Speaker speaker\_2: All right.