

## **Transcript: Malcolm**

**Nash-4761105065623552-4877125956714496**

### **Full Transcript**

Yes, I was calling to see about my insurance stuff, because, um, I tried to get some help and they said that my card didn't work. What is your address, by the way? 94- And what is your social security number? 9152. First name? Diane. Last name? Roach. Huh? Could you, for security purposes, could you verify your address and date of birth for me? My date of birth is 5/20/1965. My address is PO Box 171 LB, North Carolina 28338. That's not the address that we have on file. Huh? I said it's not the address that we have on file. Oh, you got my street address, 130 Greenland Drive, LB. Thank you. You say that phone number is 910-206-8325? Yes. And your email is roachdianne@b2hemail.com? Yes. So it looks like you still have active coverage standing and your coverage isn't active? Yes, 'cause I went to Walmart to get my medicine, 'cause I have to take blood pressure medicine and stuff and they said it wasn't active. But you say it's active now? Yes, ma'am. Okay, my medica and my... Well, I can just get my medicine and I can go to the doctor? All your coverage is active, ma'am. Yes, ma'am. Okay. All right. And I'll try it again this evening. All right. Ma'am, was there anything I can help you with today? No, that's all. Thank you. No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your day. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Yes, I was calling to see about my insurance stuff, because, um, I tried to get some help and they said that my card didn't work.

Speaker speaker\_1: What is your address, by the way?

Speaker speaker\_0: 94-

Speaker speaker\_2: And what is your social security number?

Speaker speaker\_0: 9152.

Speaker speaker\_2: First name?

Speaker speaker\_0: Diane.

Speaker speaker\_2: Last name?

Speaker speaker\_0: Roach. Huh?

Speaker speaker\_2: Could you, for security purposes, could you verify your address and date of birth for me?

Speaker speaker\_0: My date of birth is 5/20/1965. My address is PO Box 171 LB, North Carolina 28338.

Speaker speaker\_2: That's not the address that we have on file.

Speaker speaker\_0: Huh?

Speaker speaker\_2: I said it's not the address that we have on file.

Speaker speaker\_0: Oh, you got my street address, 130 Greenland Drive, LB.

Speaker speaker\_2: Thank you. You say that phone number is 910-206-8325?

Speaker speaker\_0: Yes.

Speaker speaker\_2: And your email is roachdianne@b2hemail.com?

Speaker speaker\_0: Yes.

Speaker speaker\_2: So it looks like you still have active coverage standing and your coverage isn't active?

Speaker speaker\_0: Yes, 'cause I went to Walmart to get my medicine, 'cause I have to take blood pressure medicine and stuff and they said it wasn't active. But you say it's active now?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: Okay, my medica and my... Well, I can just get my medicine and I can go to the doctor?

Speaker speaker\_2: All your coverage is active, ma'am. Yes, ma'am.

Speaker speaker\_0: Okay. All right. And I'll try it again this evening. All right.

Speaker speaker\_2: Ma'am, was there anything I can help you with today?

Speaker speaker\_0: No, that's all. Thank you.

Speaker speaker\_2: No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your day.

Speaker speaker\_0: All right. Bye-bye.