

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, yes, uh, I'm calling to f- find out something about my dental insurance. What can I help you with, sir? Uh, I'm calling to find out something about health ins- my dental insurance. My temp service gave me this number. So are you already enrolled in the coverage, or are you wanting to get enrolled, or you want information about the coverage? Uh, I'm trying to find out the part... Well, they've been taking money out of my paycheck, so I'm assuming I'm already enrolled. All right. What staffing company do you work for, sir? Uh, Surge. So last four of your Social? 5934. First name? James. Last name? Uh, McMillian. M-C-M-I-L-L-I-A-N. All right, for security purposes, can you verify your address and date of birth for me? Uh, 128 Landings Drive, Apartment 2, Frankfurt, Kentucky and 08/30/1995. Thank you. So your go- phone number 502-325-9208? I'm sorry, what was that? A good phone number is 502-325-9208. No, sir, that's an old number. All right, what's the good phone number for you? Uh, 502-395-44721. And your email is g- JM... jmcmill5050@gmail.com? Yes, sir. All right. So it doesn't look like you have dental insurance. Looks like you only have the NEC preventative care plan. And what exactly is that? So that's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. It also gives you access to free RX, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with virtual urgent care appointments. Oh, so there's no dental? No, sir. Oh, okay. Well, thank you. No problem. Was there anything else I can help you with today, Mr. James? No, that's it. Okay. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Uh, yes, uh, I'm calling to f- find out something about my dental insurance.

Speaker speaker\_0: What can I help you with, sir?

Speaker speaker\_1: Uh, I'm calling to find out something about health ins- my dental insurance. My temp service gave me this number.

Speaker speaker\_0: So are you already enrolled in the coverage, or are you wanting to get enrolled, or you want information about the coverage?

Speaker speaker\_1: Uh, I'm trying to find out the part... Well, they've been taking money out of my paycheck, so I'm assuming I'm already enrolled.

Speaker speaker\_0: All right. What staffing company do you work for, sir?

Speaker speaker\_1: Uh, Surge.

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

Speaker speaker\_1: 5934.

Speaker speaker\_0: First name?

Speaker speaker\_1: James.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Uh, McMillian. M-C-M-I-L-L-I-A-N.

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

Speaker speaker\_1: Uh, 128 Landings Drive, Apartment 2, Frankfurt, Kentucky and 08/30/1995.

Speaker speaker\_0: Thank you. So your go- phone number 502-325-9208?

Speaker speaker\_1: I'm sorry, what was that?

Speaker speaker\_0: A good phone number is 502-325-9208.

Speaker speaker\_1: No, sir, that's an old number.

Speaker speaker\_0: All right, what's the good phone number for you?

Speaker speaker\_1: Uh, 502-395-44721.

Speaker speaker\_0: And your email is g- JM... jmcmill5050@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. So it doesn't look like you have dental insurance. Looks like you only have the NEC preventative care plan.

Speaker speaker\_1: And what exactly is that?

Speaker speaker\_0: So that's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. It also gives you access to free RX, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with virtual urgent care appointments.

Speaker speaker\_1: Oh, so there's no dental?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Oh, okay. Well, thank you.

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

Speaker speaker\_1: No, that's it.

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

Speaker speaker\_1: Thank you.