

## **Transcript: Malcolm**

**Nash-4830341310365696-6177122795307008**

### **Full Transcript**

This is the College Benefits and the Colleges, this is Malcolm, how can I help you? Hey, Malcolm. Um, I was wondering if I can get on the schedule for the virtual, um, doctor's visit, uh, for the same doctor that I saw, I would say like two months ago. Um, so is this about a virtual care? Yeah. Wait ma'am. So you, I think you got the wrong... This is for getting enrolled and unenrolled from the health insurance. Oh, no. Okay. Would you be able to connect me to the- the virtual care? Okay. Give me, give me one moment. Do you mind if I put you on a brief hold? Yeah, that's fine. Thank you. Thank you.

### **Conversation Format**

Speaker speaker\_0: This is the College Benefits and the Colleges, this is Malcolm, how can I help you?

Speaker speaker\_1: Hey, Malcolm. Um, I was wondering if I can get on the schedule for the virtual, um, doctor's visit, uh, for the same doctor that I saw, I would say like two months ago.

Speaker speaker\_0: Um, so is this about a virtual care?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Wait ma'am. So you, I think you got the wrong... This is for getting enrolled and unenrolled from the health insurance.

Speaker speaker\_1: Oh, no. Okay. Would you be able to connect me to the- the virtual care?

Speaker speaker\_0: Okay. Give me, give me one moment. Do you mind if I put you on a brief hold?

Speaker speaker\_1: Yeah, that's fine. Thank you.

Speaker speaker\_0: Thank you.