

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. I was just on the phone with somebody and it got disconnected. Okay. How can I help you? I was calling to see if, uh, see if I can get a... if you could email me a copy of my dental insurance. What staffing company do you work for? Morales Group. What's your last four of your Social? 5045. First name? Denetra. Last name? Hayes. And for security purposes can you verify your address and date of birth for me? 1238 Butternut Lane, Indianapolis, Indiana 46324. 3/14/1994. Thank you. So we got your phone number, 317-693-4672? Yes. And your email is hayes.firstname23@gmail.com? Yes. You said you just need a copy of your ID card... your dental card? Correct. All right, you mind if I put you in a brief hold while I get that for you? Yes, that's fine. Thank you. Are you there, Ms. Hayes? Yeah. I just sent that to your email. It should be from the info at benefitsinthecar.com. Okay, I got it. Uh, is there any way you can let me know or can I find out on that information... on that website if I can get some more information about dental? Like what do they cover? I can send you a benefits guide. Okay, that'd be cool. Right. Did you need a physical copy sent for your dental card as well? Yes. So the dental... The physical one will take one to two weeks to get to you. Okay. All right. We're getting ready to send that benefits guide as well. All right. All right, man. That'll be it. All right. If there's nothing else, thanks for calling Benefits in the Car. Hope you have a great rest of your week. Thank you. 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: Hi. I was just on the phone with somebody and it got disconnected.

Speaker speaker\_0: Okay. How can I help you?

Speaker speaker\_1: I was calling to see if, uh, see if I can get a... if you could email me a copy of my dental insurance.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Morales Group.

Speaker speaker\_0: What's your last four of your Social?

Speaker speaker\_1: 5045.

Speaker speaker\_0: First name?

Speaker speaker\_1: Denetra.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Hayes.

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

Speaker speaker\_1: 1238 Butternut Lane, Indianapolis, Indiana 46324. 3/14/1994.

Speaker speaker\_0: Thank you. So we got your phone number, 317-693-4672?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email is hayes.firstname23@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: You said you just need a copy of your ID card... your dental card?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right, you mind if I put you in a brief hold while I get that for you?

Speaker speaker\_1: Yes, that's fine.

Speaker speaker\_0: Thank you. Are you there, Ms. Hayes?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: I just sent that to your email. It should be from the info at [benefitsinthecar.com](http://benefitsinthecar.com).

Speaker speaker\_1: Okay, I got it. Uh, is there any way you can let me know or can I find out on that information... on that website if I can get some more information about dental? Like what do they cover?

Speaker speaker\_0: I can send you a benefits guide.

Speaker speaker\_1: Okay, that'd be cool.

Speaker speaker\_0: Right. Did you need a physical copy sent for your dental card as well?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So the dental... The physical one will take one to two weeks to get to you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. We're getting ready to send that benefits guide as well.

Speaker speaker\_1: All right. All right, man. That'll be it.

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

Speaker speaker\_1: Thank you. You, too.

Speaker speaker\_0: Thank you.