

## **Transcript: Malcolm**

**Nash-4888859169701888-5182360189059072**

### **Full Transcript**

... benefits and a card. This is Malcolm. How can I help you? Hi. My name is Martha Filipos. Um, I just, like, 10 minutes ago, 15 minutes ago, um, signed up for one of the plans, but I wanted to switch it if possible. Uh, what's the company you work for? Um, Creative Circle. Last four of your social. 7029. First name. Martha. M-A-R-T-H-A. Last name? Filipos. P-H-I-L-I-P-O-S. Okay. For security purposes can you verify your address and date of birth for me? Yeah. Date of birth is March 13, 2001. And then my address is 9308 48th Place College Park, Maryland 20740. . What kind of change did you want to make? Yeah. Sorry, could I switch to the Ensure Plus Enhanced instead of the premier? Yes, ma'am. Was that the only change that you wanted to make? Pardon? Was that the only change that you wanted to make? I'm sorry, I'm really having trouble hearing you. I said, was that the only change that you wanted to make? Hello? Hello. Yes, that was the only change I wanted to make. All right. I got that in the system for you. Was there anything else I can help you with today, Ms. Martha? That was it. Thank you so much. No problem. Thanks for calling Benefits and a Card. I hope you have a great weekend. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: ... benefits and a card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi. My name is Martha Filipos. Um, I just, like, 10 minutes ago, 15 minutes ago, um, signed up for one of the plans, but I wanted to switch it if possible.

Speaker speaker\_0: Uh, what's the company you work for?

Speaker speaker\_1: Um, Creative Circle.

Speaker speaker\_0: Last four of your social.

Speaker speaker\_1: 7029.

Speaker speaker\_0: First name.

Speaker speaker\_1: Martha. M-A-R-T-H-A.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Filipos. P-H-I-L-I-P-O-S.

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

Speaker speaker\_1: Yeah. Date of birth is March 13, 2001. And then my address is 9308 48th Place College Park, Maryland 20740. .

Speaker speaker\_0: What kind of change did you want to make?

Speaker speaker\_1: Yeah. Sorry, could I switch to the Ensure Plus Enhanced instead of the premier?

Speaker speaker\_0: Yes, ma'am. Was that the only change that you wanted to make?

Speaker speaker\_1: Pardon?

Speaker speaker\_0: Was that the only change that you wanted to make?

Speaker speaker\_1: I'm sorry, I'm really having trouble hearing you.

Speaker speaker\_0: I said, was that the only change that you wanted to make? Hello?

Speaker speaker\_1: Hello. Yes, that was the only change I wanted to make.

Speaker speaker\_0: All right. I got that in the system for you. Was there anything else I can help you with today, Ms. Martha?

Speaker speaker\_1: That was it. Thank you so much.

Speaker speaker\_0: No problem. Thanks for calling Benefits and a Card. I hope you have a great weekend.

Speaker speaker\_1: You too. Bye.