

## **Transcript: Malcolm**

**Nash-4911317642166272-4588365117702144**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... it's Comp & Benefits in a Card, how can I help you? Hi, um, I had the plan with you guys through my company, and I... I'm pretty -- I don't know if that actually like renews with the new year, or if I had to redo another enrollment. Um... It should roll over. It should? Mm-hmm. Oh, hello? Unless you wanted to make changes? Um, can you make sure my plan is still active, hun? What's the company you work for? I work for ATC Culture. So I'll ask for your social. 7191. First name? Alyssa. Last name? Bryant. For security purposes, can you verify your address and date of birth for me? Yep. 514 Trimble Street, Hall, Michigan, 48855. Date of birth is 10/25/91. Thank you. So we got your phone number as 760-415-7946? Yep, that's correct. And your email is alyssa\_bryant@yahoo.com? Yeah. Thank you. So it looks like your coverage just came active again this week, this past Monday. You have the dental and the NEC enhanced for you and the child. Yeah. See, it looks like it just rolled over. Okay. Um, do I get new cards or can I use the same ones that I've been using? You can use... you know, you shouldn't have to get new cards. Okay, perfect. Thank you. That answered everything. No problem, Ms. Bryant. Was there anything else I can help you with today? No, that's it. I appreciate you. No problem. Thanks from Comp & Benefits in a Card. I hope you have a great rest of your week. You too. Bye-bye. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... it's Comp & Benefits in a Card, how can I help you?

Speaker speaker\_2: Hi, um, I had the plan with you guys through my company, and I... I'm pretty -- I don't know if that actually like renews with the new year, or if I had to redo another enrollment. Um...

Speaker speaker\_1: It should roll over.

Speaker speaker\_2: It should?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Oh, hello?

Speaker speaker\_1: Unless you wanted to make changes?

Speaker speaker\_2: Um, can you make sure my plan is still active, hun?

Speaker speaker\_1: What's the company you work for?

Speaker speaker\_2: I work for ATC Culture.

Speaker speaker\_1: So I'll ask for your social.

Speaker speaker\_2: 7191.

Speaker speaker\_1: First name?

Speaker speaker\_2: Alyssa.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Bryant.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yep. 514 Trimble Street, Hall, Michigan, 48855. Date of birth is 10/25/91.

Speaker speaker\_1: Thank you. So we got your phone number as 760-415-7946?

Speaker speaker\_2: Yep, that's correct.

Speaker speaker\_1: And your email is alyssa\_bryant@yahoo.com?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Thank you. So it looks like your coverage just came active again this week, this past Monday. You have the dental and the NEC enhanced for you and the child.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: See, it looks like it just rolled over.

Speaker speaker\_2: Okay. Um, do I get new cards or can I use the same ones that I've been using?

Speaker speaker\_1: You can use... you know, you shouldn't have to get new cards.

Speaker speaker\_2: Okay, perfect. Thank you. That answered everything.

Speaker speaker\_1: No problem, Ms. Bryant. Was there anything else I can help you with today?

Speaker speaker\_2: No, that's it. I appreciate you.

Speaker speaker\_1: No problem. Thanks from Comp & Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Thank you. Bye.