

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Malcolm, hi. This is Debra Lacy, and I am calling to find out who or where do I go to find out who my... where my... who, uh, is in my dental policy. Right. So you want to go to ampublic.com. Ampublic.com? Yes. A as in apple, M as in Mike, public. Okay. So it gives me a list of the doctors? So you're using it for doctor- doctors or dentists? Dentist. Mm. Yeah, so that's for dentists. If you wanted to find doctors, you would go to multiplan.com. Multiplan. That's for doctors. For dentists, you want to go to ampublic.com. Okay, so this is doctors, okay. And this one is for dentists, okay. Um, what about vision? That would be metlife.com. Met- M-E-T Life. ... dot-com. That is for vision, okay. Yes, ma'am. All right, that's what I needed to know. Thank you so much, sir. Have a great day. You too. Thank you. Mm. Goodbye.

### **Conversation Format**

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

Speaker speaker\_1: Malcolm, hi. This is Debra Lacy, and I am calling to find out who or where do I go to find out who my... where my... who, uh, is in my dental policy.

Speaker speaker\_0: Right. So you want to go to ampublic.com.

Speaker speaker\_1: Ampublic.com?

Speaker speaker\_0: Yes. A as in apple, M as in Mike, public.

Speaker speaker\_1: Okay. So it gives me a list of the doctors?

Speaker speaker\_0: So you're using it for doctor- doctors or dentists?

Speaker speaker\_1: Dentist. Mm.

Speaker speaker\_0: Yeah, so that's for dentists. If you wanted to find doctors, you would go to multiplan.com.

Speaker speaker\_1: Multiplan.

Speaker speaker\_0: That's for doctors. For dentists, you want to go to ampublic.com.

Speaker speaker\_1: Okay, so this is doctors, okay. And this one is for dentists, okay. Um, what about vision?

Speaker speaker\_0: That would be metlife.com.

Speaker speaker\_1: Met-

Speaker speaker\_0: M-E-T Life.

Speaker speaker\_1: ... dot-com. That is for vision, okay.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: All right, that's what I needed to know. Thank you so much, sir. Have a great day.

Speaker speaker\_0: You too. Thank you.

Speaker speaker\_1: Mm. Goodbye.