

## Transcript: Malcolm

**Nash-5214471423737856-6105003062673408**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling. How can I help you? Hi. Thanks for calling Benefits in a Car. How can I help you? Oh, I called for the Benefit in Card . Hello? I called for, for Benefit in Card . Were you one of the getting enrolled, or do you have any questions? What exactly can I help you with, ma'am? Um, I am putting aside for my record, before I- I can't hear you. I can't hear you, ma'am. I can't? Actually, I can barely hear you, ma'am. There's a lot going on in the background. Oh, for a second. Oh, right, sorry. Hello? Hello? Yeah, I, I think it's time for my myself inside that room. I live here for many years, two-thirds. Are you wanting to get enrolled, ma'am? Is that what you're saying? Yeah, I, I was just, I was just, imi, imi, sign for, for card in, you know, in, in this number for benefit. Because, um, for me, for health benefits, um, by staffing, by side staffing. What staffing company do you work for, ma'am? Say again. What staffing company do you work for? Yes, um, Assembly, Staffing Assembly. Yeah, Staffing Assembly. I said, what staffing company do you work for, ma'am? Me? My name? Yes. Oh, Cassandra Duralu. It's really hard for me to understand you, ma'am. Uh, C-A-S-S-A-N-D-R-A D-E-R-A-L-U-S, Cassandra Duralu. That's your first name? My first name is Cassandra, C-A-S-S-A-N-D-R-A. Uh, was that your first name or last name, ma'am? My last name is C-Duralus, C-D-U-R-A-L-U-S, Duralus, C-Duralus. Uh, what's the last four of your social num- My social number? Your last four numbers of your Social Security number. Oh, okay. It's 6337. Mm-hmm. And, uh, what, what was your first name again? My first name? Cassandra. Your first name. Cassandra, Cassandra. Cassandra? Yes. All right. For security purposes, can you verify your address and date of birth for me? My address? My address? Yes, ma'am, we got, uh, your address. Okay. 4002 Jefferson Avenue, San Leo Island. And your date of birth? Um, April 16th, 2000. Thank you. So we got your phone number, 561-360-0245? Yes, exactly. And a good email is- Cassandra Duralu- Lastnamefirstname@gmail.com? Yeah, exactly. Thank you. Okay. So were you one of the getting enrolled into the coverage, or you wanted to see if you had coverage? What were you... What exactly did you need help with today, ma'am? Oh, I'll, I'll send you and you'll wait. Oh, say again? Were you wanting to get enrolled into the coverage? Were you wanting to decline the coverage? Were you... What exactly could I help you with today? Hmm, I didn't get the card from HSN. Your card is... So your coverage isn't active yet. So you don't have any... You wouldn't have any card information. Oh, okay, okay. Okay. Hello? Hello? Yeah, Abner? Yes, ma'am. So your, your coverage hasn't become active yet. So you have to wait. So I wouldn't have any card information to give you. Okay. All right. Was there anything else I can help you with today, Miss Cassandra? Mm. Oh, I, I didn't get the card from A-D, uh, from Staffing, Staffing for my defense. You don't have active coverage yet, ma'am, so there's no card information that I would be able to send you. Oh, okay. All right. I think that's all. Was there anything else I can help you with today, Miss Cassandra? Okay,

I'm good now. All right. Then there's nothing else. Thanks for calling Benefits in a Car. I hope you have a great rest of your day. Okay.

## Conversation Format

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

Speaker speaker\_1: Thanks for calling. How can I help you?

Speaker speaker\_2: Hi.

Speaker speaker\_1: Thanks for calling Benefits in a Car. How can I help you?

Speaker speaker\_2: Oh, I called for the Benefit in Card .

Speaker speaker\_1: Hello?

Speaker speaker\_2: I called for, for Benefit in Card .

Speaker speaker\_1: Were you one of the getting enrolled, or do you have any questions? What exactly can I help you with, ma'am?

Speaker speaker\_2: Um, I am putting aside for my record, before I-

Speaker speaker\_1: I can't hear you. I can't hear you, ma'am.

Speaker speaker\_2: I can't?

Speaker speaker\_1: Actually, I can barely hear you, ma'am. There's a lot going on in the background.

Speaker speaker\_2: Oh, for a second. Oh, right, sorry.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hello? Yeah, I, I think it's time for my myself inside that room. I live here for many years, two-thirds.

Speaker speaker\_1: Are you wanting to get enrolled, ma'am? Is that what you're saying?

Speaker speaker\_2: Yeah, I, I was just, I was just, imi, imi, sign for, for card in, you know, in, in this number for benefit. Because, um, for me, for health benefits, um, by staffing, by side staffing.

Speaker speaker\_1: What staffing company do you work for, ma'am?

Speaker speaker\_2: Say again.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Yes, um, Assembly, Staffing Assembly.

Speaker speaker\_3: Yeah, Staffing Assembly.

Speaker speaker\_1: I said, what staffing company do you work for, ma'am?

Speaker speaker\_2: Me? My name?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Oh, Cassandra Duralu.

Speaker speaker\_1: It's really hard for me to understand you, ma'am.

Speaker speaker\_2: Uh, C-A-S-S-A-N-D-R-A D-E-R-A-L-U-S, Cassandra Duralu.

Speaker speaker\_1: That's your first name?

Speaker speaker\_2: My first name is Cassandra, C-A-S-S-A-N-D-R-A.

Speaker speaker\_1: Uh, was that your first name or last name, ma'am?

Speaker speaker\_2: My last name is C-Duralus, C-D-U-R-A-L-U-S, Duralus, C-Duralus.

Speaker speaker\_1: Uh, what's the last four of your social num-

Speaker speaker\_2: My social number?

Speaker speaker\_1: Your last four numbers of your Social Security number.

Speaker speaker\_2: Oh, okay. It's 6337.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: And, uh, what, what was your first name again?

Speaker speaker\_2: My first name? Cassandra.

Speaker speaker\_1: Your first name.

Speaker speaker\_2: Cassandra, Cassandra.

Speaker speaker\_1: Cassandra?

Speaker speaker\_2: Yes.

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

Speaker speaker\_2: My address? My address?

Speaker speaker\_1: Yes, ma'am, we got, uh, your address.

Speaker speaker\_2: Okay. 4002 Jefferson Avenue, San Leo Island.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: Um, April 16th, 2000.

Speaker speaker\_1: Thank you. So we got your phone number, 561-360-0245?

Speaker speaker\_2: Yes, exactly.

Speaker speaker\_1: And a good email is-

Speaker speaker\_2: Cassandra Duralu-

Speaker speaker\_1: Lastnamefirstname@gmail.com?

Speaker speaker\_2: Yeah, exactly.

Speaker speaker\_1: Thank you. Okay. So were you one of the getting enrolled into the coverage, or you wanted to see if you had coverage? What were you... What exactly did you need help with today, ma'am?

Speaker speaker\_2: Oh, I'll, I'll send you and you'll wait. Oh, say again?

Speaker speaker\_1: Were you wanting to get enrolled into the coverage? Were you wanting to decline the coverage? Were you... What exactly could I help you with today?

Speaker speaker\_2: Hmm, I didn't get the card from HSN.

Speaker speaker\_1: Your card is... So your coverage isn't active yet. So you don't have any... You wouldn't have any card information.

Speaker speaker\_2: Oh, okay, okay. Okay.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hello? Yeah, Abner?

Speaker speaker\_1: Yes, ma'am. So your, your coverage hasn't become active yet. So you have to wait. So I wouldn't have any card information to give you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Was there anything else I can help you with today, Miss Cassandra?

Speaker speaker\_2: Mm. Oh, I, I didn't get the card from A-D, uh, from Staffing, Staffing for my defense.

Speaker speaker\_1: You don't have active coverage yet, ma'am, so there's no card information that I would be able to send you.

Speaker speaker\_2: Oh, okay. All right. I think that's all.

Speaker speaker\_1: Was there anything else I can help you with today, Miss Cassandra?

Speaker speaker\_2: Okay, I'm good now.

Speaker speaker\_1: All right. Then there's nothing else. Thanks for calling Benefits in a Car. I hope you have a great rest of your day.

Speaker speaker\_2: Okay.