

## **Transcript: Malcolm**

**Nash-5226641835606016-5840190681300992**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Yes, Malcolm. How you doing, sir? Good. How about you? All right, my man. Talk to me, sir. How can I help you? Oh, yes, sir. I was calling to ask you about... Um, my name's Demont Miller. I used to be, um, the, um... My employer was, um, TRC Staffing. And, um, I'm calling to ask, um, how much will it cost for me to, to pay for the insurance I used to have with them? Let's see. For security purposes, can you verify your address and date of birth for me? Yes, sir. Date of birth, 3/21/1962. Date, um, address, um, 7355 Garners Ferry Road, um, Apartment 11, Columbia, South Carolina, 29209. You said 7365? No... Yes, sir, 7365 Garners Ferry Road, Columbia, South Carolina. You said 55 or 11? 55, sir. Apartment 11, um, Columbia, South Carolina, 29209. Date of birth? 3/21-3/21/1962. Excuse me, that your phone number 980-339-1167? Yes, sir. That's right. And your email is demontm0362 at gmail.com? That's me, young man. Right. So are you still working with the company? Um, no, sir, they laid me off, sir. So yeah, unfortunately... So you can only get up to four weeks once you're no longer with the company, and after four weeks, you no longer have active coverage. They do, does offer you Cobra, but it looks like that also ended for you on 2/9/25. Okay. Mm. Okay, so there's... I can't get no help on your end? No, sir. There wouldn't be anything I would be able to do for you at the moment, unless you're working with TRC again. All right, young man. All right, sir, thank you. ... weekend, Mr. Miller. Thank you. No problem.

### **Conversation Format**

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

Speaker speaker\_1: Yes, Malcolm. How you doing, sir?

Speaker speaker\_0: Good. How about you?

Speaker speaker\_1: All right, my man. Talk to me, sir.

Speaker speaker\_0: How can I help you?

Speaker speaker\_1: Oh, yes, sir. I was calling to ask you about... Um, my name's Demont Miller. I used to be, um, the, um... My employer was, um, TRC Staffing. And, um, I'm calling to ask, um, how much will it cost for me to, to pay for the insurance I used to have with them?

Speaker speaker\_0: Let's see. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Yes, sir. Date of birth, 3/21/1962. Date, um, address, um, 7355 Garners Ferry Road, um, Apartment 11, Columbia, South Carolina, 29209.

Speaker speaker\_0: You said 7365?

Speaker speaker\_1: No... Yes, sir, 7365 Garners Ferry Road, Columbia, South Carolina.

Speaker speaker\_0: You said 55 or 11?

Speaker speaker\_1: 55, sir. Apartment 11, um, Columbia, South Carolina, 29209.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: 3/21-3/21/1962.

Speaker speaker\_0: Excuse me, that your phone number 980-339-1167?

Speaker speaker\_1: Yes, sir. That's right.

Speaker speaker\_0: And your email is demontm0362 at gmail.com?

Speaker speaker\_1: That's me, young man.

Speaker speaker\_0: Right. So are you still working with the company?

Speaker speaker\_1: Um, no, sir, they laid me off, sir.

Speaker speaker\_0: So yeah, unfortunately... So you can only get up to four weeks once you're no longer with the company, and after four weeks, you no longer have active coverage. They do, does offer you Cobra, but it looks like that also ended for you on 2/9/25.

Speaker speaker\_1: Okay. Mm. Okay, so there's... I can't get no help on your end?

Speaker speaker\_0: No, sir. There wouldn't be anything I would be able to do for you at the moment, unless you're working with TRC again.

Speaker speaker\_1: All right, young man. All right, sir, thank you.

Speaker speaker\_0: ... weekend, Mr. Miller.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: No problem.