

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, this is Corrine. Um, I just called, like, two minutes ago and I set up my insurance, but I would like to also be on dental and vision. What staffing company do you work for? What? Hello? What? What staffing company do you work for, ma'am? I'm sorry, your card is not accepted. What staffing company do you work for, ma'am? MAU. And then what staffing company are you- Bosch. What's your first name? Corrine. Last name? Rider-Gray. It's hyphenated. Wait. Did you say Rider Gray? Yeah. R-I-D-E-R hyphen G-R-A-Y. All right. For security purposes, can you verify your address and date of birth for me? 1860 Raleigh Avenue, 031306. I need to see state zip code as well. 46755. And your city and state? Indiana, Kendallville. Q. Should be a phone number, 616-330-8173? Yep. And then a good email, corrine@... Yep. All right. Plus enhance one with the dental and what else? Yep, and vision. Okay. Nice. Your new total will be \$30.35. That'll be deducted weekly. Okay. All right. Well, was there anything else I can help you with today, Ms. Corrine? Nope, that's good. All right. Then there's nothing else. Thanks for calling Benefits in the Car. Hope you have a great rest of your week. Thank you. You, too. Take care.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, this is Corrine. Um, I just called, like, two minutes ago and I set up my insurance, but I would like to also be on dental and vision.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: What?

Speaker speaker_0: Hello?

Speaker speaker_1: What?

Speaker speaker_0: What staffing company do you work for, ma'am?

Speaker speaker_1: I'm sorry, your card is not accepted.

Speaker speaker_0: What staffing company do you work for, ma'am?

Speaker speaker_1: MAU.

Speaker speaker_0: And then what staffing company are you-

Speaker speaker_1: Bosch.

Speaker speaker_0: What's your first name?

Speaker speaker_1: Corrine.

Speaker speaker_0: Last name?

Speaker speaker_1: Rider-Gray. It's hyphenated.

Speaker speaker_0: Wait. Did you say Rider Gray?

Speaker speaker_1: Yeah. R-I-D-E-R hyphen G-R-A-Y.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 1860 Raleigh Avenue, 031306.

Speaker speaker_0: I need to see state zip code as well.

Speaker speaker_1: 46755.

Speaker speaker_0: And your city and state?

Speaker speaker_1: Indiana, Kendallville.

Speaker speaker_0: Q. Should be a phone number, 616-330-8173?

Speaker speaker_1: Yep.

Speaker speaker_0: And then a good email, corrine@...

Speaker speaker_1: Yep.

Speaker speaker_0: All right. Plus enhance one with the dental and what else?

Speaker speaker_1: Yep, and vision.

Speaker speaker_0: Okay. Nice. Your new total will be \$30.35. That'll be deducted weekly.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Ms. Corrine?

Speaker speaker_1: Nope, that's good.

Speaker speaker_0: All right. Then there's nothing else. Thanks for calling Benefits in the Car. Hope you have a great rest of your week.

Speaker speaker_1: Thank you. You, too.

Speaker speaker_0: Take care.