

## **Transcript: Malcolm**

**Nash-5389369847627776-5951920100655104**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hello. Good afternoon. My name is Patient. How can I help you, ma'am? Okay. So I'm calling for a, uh, enroll in the, um, staff benefits. So you want to, you called to get enrolled into the benefits? Yes, sir. What staffing company do you work for? Partner's Personnel. What's the last four of your social? 8359. First name? Phyllis. Okay. So, um, my question though is, I'm not sure what the benefit is all about though, so what is it about first? Please say that again, ma'am. What's the benefit all about? It's health insurance offered through Partners Personnel. Just health insurance only? Yeah. What do you mean only? Is... Yeah, because I already told you I'm not interested in health insurance benefits. I thought it was other things included. I already have, uh, insurance benefits, I mean, insurance product. Yeah. So it's for health insurance. It's med, medical, dental- Okay. ... vision. Okay. No, I'm not interested, no. All right. You have a great weekend, ma'am. Thanks for calling Benefits in the Card. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hello. Good afternoon. My name is Patient.

Speaker speaker\_0: How can I help you, ma'am?

Speaker speaker\_1: Okay. So I'm calling for a, uh, enroll in the, um, staff benefits.

Speaker speaker\_0: So you want to, you called to get enrolled into the benefits?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Partner's Personnel.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 8359.

Speaker speaker\_0: First name?

Speaker speaker\_1: Phyllis. Okay. So, um, my question though is, I'm not sure what the benefit is all about though, so what is it about first?

Speaker speaker\_0: Please say that again, ma'am.

Speaker speaker\_1: What's the benefit all about?

Speaker speaker\_0: It's health insurance offered through Partners Personnel.

Speaker speaker\_1: Just health insurance only?

Speaker speaker\_0: Yeah. What do you mean only? Is...

Speaker speaker\_1: Yeah, because I already told you I'm not interested in health insurance benefits. I thought it was other things included. I already have, uh, insurance benefits, I mean, insurance product.

Speaker speaker\_0: Yeah. So it's for health insurance. It's med, medical, dental-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... vision.

Speaker speaker\_1: Okay. No, I'm not interested, no.

Speaker speaker\_0: All right. You have a great weekend, ma'am. Thanks for calling Benefits in the Card.

Speaker speaker\_1: Bye-bye.