

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? I just want to know, do I have benefits? They told me to call this number to find out. What staffing company do you work for? Um, Integrity. What's the last four of your Social? 5189. You said 5189? Yes. First name? Robert. Last name? Moore. Okay. For security purposes, can you verify your address and date of birth for me? Um, 11/20/12, um, apartment 206, North Placer, Wisconsin. Um, 10484. Okay. So I got your phone number, 601-571-7685? Yes. And your email is robertmoore.cain@gmail.com? Mm. Hey, hey. Yeah, one sec. Oh. Oh. Can you tell... yeah? Yeah, that's correct. All right, so we got, looks like you have the free Rx, the group accident, the dental, the critical illness, the life insurance, and the VIP Classic. OK, so... And it just started this past Monday. Oh, so that... oh, oh. OK. So, um, I, what if I wanted to, like, go to the hospital or something? Am I covered- Mm-hmm. ... to go get a checkup? So the VIP Classic covers doctors, hospitals and prescriptions. I couldn't tell you to what extent or what could be covered, because we're not the carrier. Okay. But I do know it includes doctors, hospitals and prescriptions. So what, what, what would the insurance be called? Like, what, what am I under the name, so when I go to the hospital I give them the name? American Public Life. Okay. I can get you a digital ID card while you wait on a physical one. Yeah, that would be great, if you can. But yeah, your carrier will be American Public Life. American Public Life. Is there any way I can get, um, anything sent to my email, saying that? Um, so I could have something like right away? Yes, sir. Right now I'm working on getting you a digital card for you. Okay. Yes, sir. I'm working on getting you a digital card as we speak. Okay. You mind if I press on a brief 04Y for you? Yes, please. Yeah, I... Now I can get to it, oh, yes. Yeah, now... . Hello, yeah, Mr. Moore? Hello. I just wanted to say that ID card to your email. Okay. I'm checking it out. Is there anything else that I can help you with, Mr., Mr. Moore? Um, no, no, thank you. That should be great. Can you confirm that you received the ID card? I, I do. I have it right here. You said MetLife? Yes, sir. That's- Yeah, I got it. That's your vi- You don't ha- You don't have Vision, so that wouldn't be, that wouldn't be one of your carriers. Your carrier is American Public Life. Okay. Um, yeah, it's Denso, Denso and Medical. Yes, sir. So your address, is that a home or an apartment? That's an apartment. What was your apartment number? 206. 206? Yes. Thank you. All right. So you can expect your ID cards in one to two weeks. I, I really appreciate it. No problem, Mr. Moore. Was there anything else I could help you with today? No, thank you. Okay. Then thanks for calling Bank of Houston McArthur. You have a great weekend, man. You as well. Goodbye. Thank you. Bye.

### **Conversation Format**

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

Speaker speaker\_1: I just want to know, do I have benefits? They told me to call this number to find out.

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

Speaker speaker\_1: Um, Integrity.

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

Speaker speaker\_1: 5189.

Speaker speaker\_0: You said 5189?

Speaker speaker\_1: Yes.

Speaker speaker\_0: First name?

Speaker speaker\_1: Robert.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Moore.

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

Speaker speaker\_1: Um, 11/20/12, um, apartment 206, North Placer, Wisconsin. Um, 10484.

Speaker speaker\_0: Okay. So I got your phone number, 601-571-7685?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email is robertmoore.cain@gmail.com?

Speaker speaker\_1: Mm. Hey, hey. Yeah, one sec. Oh. Oh.

Speaker speaker\_0: Can you tell... yeah?

Speaker speaker\_1: Yeah, that's correct.

Speaker speaker\_0: All right, so we got, looks like you have the free Rx, the group accident, the dental, the critical illness, the life insurance, and the VIP Classic.

Speaker speaker\_1: OK, so...

Speaker speaker\_0: And it just started this past Monday.

Speaker speaker\_1: Oh, so that... oh, oh. OK. So, um, I, what if I wanted to, like, go to the hospital or something? Am I covered-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... to go get a checkup?

Speaker speaker\_0: So the VIP Classic covers doctors, hospitals and prescriptions. I couldn't tell you to what extent or what could be covered, because we're not the carrier.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But I do know it includes doctors, hospitals and prescriptions.

Speaker speaker\_1: So what, what, what would the insurance be called? Like, what, what am I under the name, so when I go to the hospital I give them the name?

Speaker speaker\_0: American Public Life.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I can get you a digital ID card while you wait on a physical one.

Speaker speaker\_1: Yeah, that would be great, if you can.

Speaker speaker\_0: But yeah, your carrier will be American Public Life.

Speaker speaker\_1: American Public Life. Is there any way I can get, um, anything sent to my email, saying that? Um, so I could have something like right away?

Speaker speaker\_0: Yes, sir. Right now I'm working on getting you a digital card for you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yes, sir. I'm working on getting you a digital card as we speak. Okay. You mind if I press on a brief 04Y for you?

Speaker speaker\_1: Yes, please. Yeah, I... Now I can get to it, oh, yes. Yeah, now... .

Speaker speaker\_0: Hello, yeah, Mr. Moore?

Speaker speaker\_2: Hello.

Speaker speaker\_0: I just wanted to say that ID card to your email.

Speaker speaker\_2: Okay. I'm checking it out.

Speaker speaker\_0: Is there anything else that I can help you with, Mr., Mr. Moore?

Speaker speaker\_2: Um, no, no, thank you. That should be great.

Speaker speaker\_0: Can you confirm that you received the ID card?

Speaker speaker\_2: I, I do. I have it right here. You said MetLife?

Speaker speaker\_0: Yes, sir. That's-

Speaker speaker\_2: Yeah, I got it.

Speaker speaker\_0: That's your vi- You don't ha- You don't have Vision, so that wouldn't be, that wouldn't be one of your carriers. Your carrier is American Public Life.

Speaker speaker\_2: Okay. Um, yeah, it's Denso, Denso and Medical.

Speaker speaker\_0: Yes, sir. So your address, is that a home or an apartment?

Speaker speaker\_2: That's an apartment.

Speaker speaker\_0: What was your apartment number?

Speaker speaker\_2: 206.

Speaker speaker\_0: 206?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Thank you. All right. So you can expect your ID cards in one to two weeks.

Speaker speaker\_2: I, I really appreciate it.

Speaker speaker\_0: No problem, Mr. Moore. Was there anything else I could help you with today?

Speaker speaker\_2: No, thank you.

Speaker speaker\_0: Okay. Then thanks for calling Bank of Houston McArthur. You have a great weekend, man.

Speaker speaker\_2: You as well. Goodbye.

Speaker speaker\_0: Thank you. Bye.