

## **Transcript: Malcolm**

**Nash-5601081486393344-6394167196041216**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Uh, hi, Mark. Actually I just want to reach the provider line. So can I transfer you- Sir, we're not the provider- ... to the provider line please? We're just the plan administrator. You say you want to reach the... What's the provider? If possible, if you can- American Public Life? Is it American Public Life or 90 Degrees Medicine? Uh. Uh, it's for 90 Degrees. I can transfer you over. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Uh, hi, Mark. Actually I just want to reach the provider line. So can I transfer you-

Speaker speaker\_0: Sir, we're not the provider-

Speaker speaker\_1: ... to the provider line please?

Speaker speaker\_0: We're just the plan administrator. You say you want to reach the... What's the provider?

Speaker speaker\_1: If possible, if you can-

Speaker speaker\_0: American Public Life? Is it American Public Life or 90 Degrees Medicine?

Speaker speaker\_1: Uh. Uh, it's for 90 Degrees.

Speaker speaker\_0: I can transfer you over.

Speaker speaker\_1: Thank you.