

## **Transcript: Malcolm**

**Nash-5706761929965568-6374988859260928**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the card. This is Malcolm. How can I help you? Uh, I got a text from the Resource about calling this card. You said the resource? Yeah. What did the text say? They sent it to me yesterday before I went to work. It- it said text and, uh, either call this number or go online about something, about some kind of card, benefit card. Health, uh, health insurance offered through the Resource company? Maybe that's what it is because I got health insurance, so. So it's probably just a text to let you know that you're, you're eligible to get enrolled into the health insurance offered through the Resource. No, I don't, I don't need that. I mean, it's just a text, automatic text. If you don't, if you're not interested, you don't have to respond to us because they know I don't want to ... you guys. Okay then. Thank you, ma'am. No problem, sir. Was there anything else?

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... benefits in the card. This is Malcolm. How can I help you?

Speaker speaker\_2: Uh, I got a text from the Resource about calling this card.

Speaker speaker\_1: You said the resource?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: What did the text say?

Speaker speaker\_2: They sent it to me yesterday before I went to work. It- it said text and, uh, either call this number or go online about something, about some kind of card, benefit card.

Speaker speaker\_1: Health, uh, health insurance offered through the Resource company?

Speaker speaker\_2: Maybe that's what it is because I got health insurance, so.

Speaker speaker\_1: So it's probably just a text to let you know that you're, you're eligible to get enrolled into the health insurance offered through the Resource.

Speaker speaker\_2: No, I don't, I don't need that.

Speaker speaker\_1: I mean, it's just a text, automatic text. If you don't, if you're not interested, you don't have to respond to us because they know I don't want to ... you guys.

Speaker speaker\_2: Okay then. Thank you, ma'am.

Speaker speaker\_1: No problem, sir. Was there anything else?