

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card, this is Malcolm. How can I help you? Yes, hi. How you doing today? I'm doing good, man. How about you? Fine, thank you. I have a question to ask you. Um, do I have insurance with you guys? Because, um, I think so because it, it takes it out my check. Can you see if I have dental insurance? What staffing company do you work for? Um, Bowers. You said Bowers? Yes. I need the actual staffing company. Um, I went through Terra Staffing. Terra Staffing? Yes. Thank you. So what's the last four of your Social? 0550. First name? First name is Lee. Last name is Cabosa. Okay. For Social Security purposes, can you verify your address and date of birth for me? Las Vegas, Nevada, 6730 Justin Avenue, September 7th, 1970. Thank you. So we got your phone number as 702-677-1370? Yes, sir. And the email is alissalastname@gmail.com? Yes, sir. Thank you. So it doesn't look like you have any coverage. No? No, sir. 'Cause I seen they've been taking it out my check for dental and medical and stuff. Are you sure? Because y- you're not enrolled in any coverage, sir. I'm not? Okay. Le- um... No. Let me call my daughter and check. She can check for you. All right. Ma'am, is there anything else I can help you with today, Mr. Lee? That's it. You have a wonderful day. Appreciate your help. You too, man. Thank you. You're welcome. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Card, this is Malcolm. How can I help you?

Speaker speaker_2: Yes, hi. How you doing today?

Speaker speaker_1: I'm doing good, man. How about you?

Speaker speaker_2: Fine, thank you. I have a question to ask you. Um, do I have insurance with you guys? Because, um, I think so because it, it takes it out my check. Can you see if I have dental insurance?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Um, Bowers.

Speaker speaker_1: You said Bowers?

Speaker speaker_2: Yes.

Speaker speaker_1: I need the actual staffing company.

Speaker speaker_2: Um, I went through Terra Staffing.

Speaker speaker_1: Terra Staffing?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. So what's the last four of your Social?

Speaker speaker_2: 0550.

Speaker speaker_1: First name?

Speaker speaker_2: First name is Lee. Last name is Cabosa.

Speaker speaker_1: Okay. For Social Security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Las Vegas, Nevada, 6730 Justin Avenue, September 7th, 1970.

Speaker speaker_1: Thank you. So we got your phone number as 702-677-1370?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email is alissalastname@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. So it doesn't look like you have any coverage.

Speaker speaker_2: No?

Speaker speaker_1: No, sir.

Speaker speaker_2: 'Cause I seen they've been taking it out my check for dental and medical and stuff.

Speaker speaker_1: Are you sure? Because y- you're not enrolled in any coverage, sir.

Speaker speaker_2: I'm not? Okay. Le- um...

Speaker speaker_1: No.

Speaker speaker_2: Let me call my daughter and check. She can check for you.

Speaker speaker_1: All right. Ma'am, is there anything else I can help you with today, Mr. Lee?

Speaker speaker_2: That's it. You have a wonderful day. Appreciate your help.

Speaker speaker_1: You too, man. Thank you.

Speaker speaker_2: You're welcome. Bye.

Speaker speaker_1: Bye.