

## **Transcript: Malcolm**

**Nash-5773073346674688-5593512877178880**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hold on, give him a second. Hey, this is Maurice Thurday speaking, and I'm calling to see what, see what type of insurance I have through y'all. Is it long term, short term? What staffing company do you work for? Huh? What staffing company do you work for? I can't hear you. What did you say? What staffing company do you work for? I work for MAU. What's the last four of your social? 1531. First name? Maurice. Say that again? Maurice? Mar- Maurice. Last name? Thurday. All right, for security purposes, can you verify your address and date of birth for me? 3539 Line Drive. And the city, state, zip code, and your date of birth? 07231999. And the city, state, zip code? Okay. Hello? What's that? And the city, state, zip code? Uh, Augusta, Georgia 30902. Thank you. Excuse me, I got your phone number, 706-750-3711. Yes, ma- yes, sir. And I got email, it's klattestublin@gmail.com. Yeah. All right, so looks like you have the Ensure Plus Basic and the Dental Plan. I have what? The Ensure Plus Basic and the Dental Plan. Is that insurance, right? Yes, sir, that's medical and dental. Oh, I don't have reg- I don't have regular insurance. You have medical and dental, sir. Medical and dental? Yes, sir. No, I was trying to see if I had like, insurance, insurance. What do you mean insurance, insurance? Because I was trying to go to, uh, I was trying to go talk to a, a, a therapist, a counselor. Like mental, you mean like mental health? Yeah. Yeah, so you didn't sign up for that. You have the, you have the medical and the dental. Okay, is there any way I could switch that over? Uh, n- not at this point. You have to wait until company open enrollment period, or you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier. Okay, thanks. No problem, sir. Was there anything else I can help you with today? No. All right, well thanks for calling Benefits in the Car. I hope you have a great rest of your day. You too. Thank you.

### **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 Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Hold on, give him a second.

Speaker speaker\_3: Hey, this is Maurice Thurday speaking, and I'm calling to see what, see what type of insurance I have through y'all. Is it long term, short term?

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_3: Huh?

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_3: I can't hear you. What did you say?

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_3: I work for MAU.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_3: 1531.

Speaker speaker\_1: First name?

Speaker speaker\_3: Maurice.

Speaker speaker\_1: Say that again? Maurice?

Speaker speaker\_3: Mar- Maurice.

Speaker speaker\_1: Last name?

Speaker speaker\_3: Thursday.

Speaker speaker\_1: All right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_3: 3539 Line Drive.

Speaker speaker\_1: And the city, state, zip code, and your date of birth?

Speaker speaker\_3: 07231999.

Speaker speaker\_1: And the city, state, zip code?

Speaker speaker\_3: Okay.

Speaker speaker\_1: Hello?

Speaker speaker\_3: What's that?

Speaker speaker\_1: And the city, state, zip code?

Speaker speaker\_3: Uh, Augusta, Georgia 30902.

Speaker speaker\_1: Thank you. Excuse me, I got your phone number, 706-750-3711.

Speaker speaker\_3: Yes, ma- yes, sir.

Speaker speaker\_1: And I got email, it's klattestublin@gmail.com.

Speaker speaker\_3: Yeah.

Speaker speaker\_1: All right, so looks like you have the Ensure Plus Basic and the Dental Plan.

Speaker speaker\_3: I have what?

Speaker speaker\_1: The Ensure Plus Basic and the Dental Plan.

Speaker speaker\_3: Is that insurance, right?

Speaker speaker\_1: Yes, sir, that's medical and dental.

Speaker speaker\_3: Oh, I don't have reg- I don't have regular insurance.

Speaker speaker\_1: You have medical and dental, sir.

Speaker speaker\_3: Medical and dental?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_3: No, I was trying to see if I had like, insurance, insurance.

Speaker speaker\_1: What do you mean insurance, insurance?

Speaker speaker\_3: Because I was trying to go to, uh, I was trying to go talk to a, a, a therapist, a counselor.

Speaker speaker\_1: Like mental, you mean like mental health?

Speaker speaker\_3: Yeah.

Speaker speaker\_1: Yeah, so you didn't sign up for that. You have the, you have the medical and the dental.

Speaker speaker\_3: Okay, is there any way I could switch that over?

Speaker speaker\_1: Uh, n- not at this point. You have to wait until company open enrollment period, or you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker\_3: Okay, thanks.

Speaker speaker\_1: No problem, sir. Was there anything else I can help you with today?

Speaker speaker\_3: No.

Speaker speaker\_1: All right, well thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker\_3: You too.

Speaker speaker\_1: Thank you.