

## **Transcript: Malcolm**

**Nash-5851225214468096-5928016398565376**

### **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? Hi. I'm calling to see what benefits I was signed up for. What staffing company do you work for? Carlton Staffing. Last four of your Social? 8454. First name? Guillermo. Last name? Gonzalez Mora. Okay. For security purposes, can you verify your address and date of birth for me? It's June 15, 1997 and 1914 Fiesta Lane, Richmond, Texas 77469. Thank you. So we got your phone number at 705-3934. That is correct. Make an email at first name, Angelo or Ang- Angel GonzalezMora@gmail.com? Correct. All right. So it looks like you got enrolled into the dental and the vision plan and that's it. That's it? Okay. I just wanted to make sure. And I was curious to know if I would get an email or something to sign- So your coverage, your coverage, your coverage will become active as of next Monday. You need, uh... Mm-hmm. So do you need a benefits guide sent to you? Is that what you're saying? I was just curious, yeah. Yeah, I can get a benefits guide sent to you. Okay. And is that everything I can help you with today? No, that's everything. Thank you. Appreciate it. No problem, Mr. Gonzalez. Thanks for calling Benefits in the Car. I hope you have a great rest of your weekend. You as well. Thank you. Thank you. Bye-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 Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi. I'm calling to see what benefits I was signed up for.

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

Speaker speaker\_2: Carlton Staffing.

Speaker speaker\_1: Last four of your Social?

Speaker speaker\_2: 8454.

Speaker speaker\_1: First name?

Speaker speaker\_2: Guillermo.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Gonzalez Mora.

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

Speaker speaker\_2: It's June 15, 1997 and 1914 Fiesta Lane, Richmond, Texas 77469.

Speaker speaker\_1: Thank you. So we got your phone number at 705-3934.

Speaker speaker\_2: That is correct.

Speaker speaker\_1: Make an email at first name, Angelo or Ang- Angel GonzalezMora@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. So it looks like you got enrolled into the dental and the vision plan and that's it.

Speaker speaker\_2: That's it? Okay. I just wanted to make sure. And I was curious to know if I would get an email or something to sign-

Speaker speaker\_1: So your coverage, your coverage, your coverage will become active as of next Monday. You need, uh...

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So do you need a benefits guide sent to you? Is that what you're saying?

Speaker speaker\_2: I was just curious, yeah.

Speaker speaker\_1: Yeah, I can get a benefits guide sent to you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And is that everything I can help you with today?

Speaker speaker\_2: No, that's everything. Thank you. Appreciate it.

Speaker speaker\_1: No problem, Mr. Gonzalez. Thanks for calling Benefits in the Car. I hope you have a great rest of your weekend.

Speaker speaker\_2: You as well. Thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Bye-bye.

Speaker speaker\_1: Bye.