

## **Transcript: Malcolm**

**Nash-5956579079700480-6356874524835840**

### **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 was calling because I wanted to see if I still had, um, benefits with y'all or not. What staffing company do you work for? And whether, and whether I'm still covered on TRT Staffing. What's the last four of your social? 6687. First name? Jayshawn. Last name. Hagwood. It's H-A-G-G-W-O-O-D, Hagwood. Okay. All right, and for security purposes, can you verify for me? Ve-- we-- excuse me, what did you want me to verify again? I said for security purposes, could you verify your address and date of birth for me? Oh, 141 Fake Lane, Orangeburg, South Carolina, 29118. 092301. Thank you. So yeah, your phone number 535-9121? Yes, sir. And then your email isbz23h@gmail.com? Yes, sir. Thank you. So it looks like your coverage had ended on 12/1. Wait. Let me see. Yeah, it looks like your coverage ended 12/1/24. Okay. So my coverage, so I no longer have coverage? No, sir. Okay, that's what I wanted to know. Is there anything else I can help you with today, Mr. Hagwood? That's everything. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Yeah, you too. Thank you. Bye-bye. No problem. 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: Hi. I was calling because I wanted to see if I still had, um, benefits with y'all or not.

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

Speaker speaker\_2: And whether, and whether I'm still covered on TRT Staffing.

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

Speaker speaker\_2: 6687.

Speaker speaker\_1: First name?

Speaker speaker\_2: Jayshawn.

Speaker speaker\_1: Last name.

Speaker speaker\_2: Hagwood. It's H-A-G-G-W-O-O-D, Hagwood.

Speaker speaker\_1: Okay. All right, and for security purposes, can you verify for me?

Speaker speaker\_2: Ve-- we-- excuse me, what did you want me to verify again?

Speaker speaker\_1: I said for security purposes, could you verify your address and date of birth for me?

Speaker speaker\_2: Oh, 141 Fake Lane, Orangeburg, South Carolina, 29118. 092301.

Speaker speaker\_1: Thank you. So yeah, your phone number 535-9121?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And then your email isbz23h@gmail.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Thank you. So it looks like your coverage had ended on 12/1. Wait. Let me see. Yeah, it looks like your coverage ended 12/1/24.

Speaker speaker\_2: Okay. So my coverage, so I no longer have coverage?

Speaker speaker\_1: No, sir.

Speaker speaker\_2: Okay, that's what I wanted to know.

Speaker speaker\_1: Is there anything else I can help you with today, Mr. Hagwood?

Speaker speaker\_2: That's everything.

Speaker speaker\_1: Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_2: Yeah, you too. Thank you. Bye-bye.

Speaker speaker\_1: No problem. Thank you.