

## **Transcript: Malcolm**

**Nash-5962933708734464-4844507380531200**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car of how can I help you? Hi. I'm just, uh, seeing the text on my phone, um, to call this number, um, I'm looking for a second- What did the text say, ma'am? I'm sorry? What did the text say? It said to, um, to call this number if, um, interested in, in BIC. So I don't know if I need to, um- So you want to get health insurance offered through Crown. Are you wanting to get enrolled or are you wanting to decline the coverage? Oh, no. I'm going to decline the coverage. I have insurance. All right. What's the last four of your social? 9896. First name? Michelle. Last name? Quentinberry. For what purposes, can you verify your address and date of birth for me? Um, my address is 1825 , I think, East Ninth Street, um, Hopkinsville, Kentucky and my, and my birthdate is November 24th '75. Thank you. So, yeah, your phone number, 423-579-7189? Yes. And your email is firstnamelastname87@gmail.com? Yes. Thank you. I, I got that decline for, excuse me, for you, Miss Michelle. Was there anything else I could help you with today? That'll be it. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of the week. You do the same. Thank you. Bye-bye. Thank you. 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 of how can I help you?

Speaker speaker\_2: Hi. I'm just, uh, seeing the text on my phone, um, to call this number, um, I'm looking for a second-

Speaker speaker\_1: What did the text say, ma'am?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: What did the text say?

Speaker speaker\_2: It said to, um, to call this number if, um, interested in, in BIC. So I don't know if I need to, um-

Speaker speaker\_1: So you want to get health insurance offered through Crown. Are you wanting to get enrolled or are you wanting to decline the coverage?

Speaker speaker\_2: Oh, no. I'm going to decline the coverage. I have insurance.

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

Speaker speaker\_2: 9896.

Speaker speaker\_1: First name?

Speaker speaker\_2: Michelle.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Quentinberry.

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

Speaker speaker\_2: Um, my address is 1825 , I think, East Ninth Street, um, Hopkinsville, Kentucky and my, and my birthdate is November 24th '75.

Speaker speaker\_1: Thank you. So, yeah, your phone number, 423-579-7189?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And your email is firstnamelastname87@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. I, I got that decline for, excuse me, for you, Miss Michelle. Was there anything else I could help you with today?

Speaker speaker\_2: That'll be it. Thank you.

Speaker speaker\_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of the week.

Speaker speaker\_2: You do the same. Thank you. Bye-bye.

Speaker speaker\_1: Thank you. Bye.