

Transcript: Malcolm

Nash-6005092364533760-5541910273540096

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? Um, yes, I-- I did just call up now but I hit the wrong button. I was talking to someone about, um, dental coverage- ... and he was gonna get, um, provide a dental, um, yeah, fixed plan insurance and I must have- Okay. He- ... hit the wrong button. He was talking to me. Right. He was, yeah. I'm gonna transfer you back to him. He want m-- Give me one moment. Okay. Sorry about that. I hit the wrong button. You're fine.

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: Um, yes, I-- I did just call up now but I hit the wrong button. I was talking to someone about, um, dental coverage- ... and he was gonna get, um, provide a dental, um, yeah, fixed plan insurance and I must have-

Speaker speaker_1: Okay. He-

Speaker speaker_2: ... hit the wrong button. He was talking to me. Right.

Speaker speaker_1: He was, yeah. I'm gonna transfer you back to him. He want m-- Give me one moment.

Speaker speaker_2: Okay. Sorry about that. I hit the wrong button.

Speaker speaker_1: You're fine.