

## **Transcript: Malcolm**

**Nash-6033956443045888-5684365365395456**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Oh, yes, Malcolm. I'm trying to make sure, uh, I don't have a lapse in coverage. Um, I work with, ah, Hamilton Reicher but we were off, um, been off for the Christian holiday so, I, I believe a pre, premium was paid on my behalf last week, but I'm not sure about this week. And which family company you work for? Uh, Hamilton Reicher. Last four of your social? Uh, 6002. First name? Uh, first name, Vance. Last name? Uh, Nixon. Okay. This is Jimmy from Pacific. Can you verify your address and date of birth for me? Oh, yes. The address is 2035 Lauren Road, Camden, Mississippi 39045. Uh, you said a phone number? Uh, address and your date of birth. Oh, okay. Date of birth, uh, October the 9th, 1964. What was the address one more time? 2035 Lauren Road, uh, Camden, Mississippi, uh, zip code 39045. Thank you. So it looks like you have active coverage this week. Okay. Um, do I need to pay anything, uh, this week or do I need to, um, pay something next week? So I wouldn't be able to, be able to tell you that 'cause we don't, we don't have access to your pay stubs. Oh, okay. So, but I'm, I'm good for this week? Yes, sir. Okay. All right. Well, I'll call back next week and just check on it. Okay? All right. I appreciate it, Malcolm. Is there anything I miss, Mr. Vance? Uh, no, sir. I appreciate it, Malcolm. Thank you. No problem, Mr. Vance. Thanks for calling Benefits in the Car. I hope you have a happy New Year, man. All right. You do the same then. Thank you. Take care.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Oh, yes, Malcolm. I'm trying to make sure, uh, I don't have a lapse in coverage. Um, I work with, ah, Hamilton Reicher but we were off, um, been off for the Christian holiday so, I, I believe a pre, premium was paid on my behalf last week, but I'm not sure about this week.

Speaker speaker\_1: And which family company you work for?

Speaker speaker\_2: Uh, Hamilton Reicher.

Speaker speaker\_1: Last four of your social?

Speaker speaker\_2: Uh, 6002.

Speaker speaker\_1: First name?

Speaker speaker\_2: Uh, first name, Vance.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Uh, Nixon.

Speaker speaker\_1: Okay. This is Jimmy from Pacific. Can you verify your address and date of birth for me?

Speaker speaker\_2: Oh, yes. The address is 2035 Lauren Road, Camden, Mississippi 39045. Uh, you said a phone number?

Speaker speaker\_1: Uh, address and your date of birth.

Speaker speaker\_2: Oh, okay. Date of birth, uh, October the 9th, 1964.

Speaker speaker\_1: What was the address one more time?

Speaker speaker\_2: 2035 Lauren Road, uh, Camden, Mississippi, uh, zip code 39045.

Speaker speaker\_1: Thank you. So it looks like you have active coverage this week.

Speaker speaker\_2: Okay. Um, do I need to pay anything, uh, this week or do I need to, um, pay something next week?

Speaker speaker\_1: So I wouldn't be able to, be able to tell you that 'cause we don't, we don't have access to your pay stubs.

Speaker speaker\_2: Oh, okay. So, but I'm, I'm good for this week?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. All right. Well, I'll call back next week and just check on it. Okay? All right. I appreciate it, Malcolm.

Speaker speaker\_1: Is there anything I miss, Mr. Vance?

Speaker speaker\_2: Uh, no, sir. I appreciate it, Malcolm. Thank you.

Speaker speaker\_1: No problem, Mr. Vance. Thanks for calling Benefits in the Car. I hope you have a happy New Year, man.

Speaker speaker\_2: All right. You do the same then. Thank you.

Speaker speaker\_1: Take care.