

## **Transcript: Malcolm**

**Nash-6054871285841920-5381840307699712**

### **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? Uh, yes, my name's John Roberts. Uh, I had scheduled a, uh, video consult, uh, but I can't find my webcam. So, I don't know, I think I just need to cancel it. Oh, who are you trying to reach, sir? This is Benefits in the Car. We're a plan administrator for health insurance for staffing companies. Yeah. Okay. Well, it said call this number if I needed to cancel a, uh, visit with a provider. Uh, not sure what you're referring to, sir. We, we only get you enrolled- Okay. ... in health insurance and unenrolled from the health insurance. Okay. Okay. The, yeah. Sorry. I, I, it was just a misdial then. Okay. All right. Thank you. No problem. You have a great weekend, man. Okay.

### **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: Uh, yes, my name's John Roberts. Uh, I had scheduled a, uh, video consult, uh, but I can't find my webcam. So, I don't know, I think I just need to cancel it.

Speaker speaker\_1: Oh, who are you trying to reach, sir? This is Benefits in the Car. We're a plan administrator for health insurance for staffing companies.

Speaker speaker\_2: Yeah. Okay. Well, it said call this number if I needed to cancel a, uh, visit with a provider.

Speaker speaker\_1: Uh, not sure what you're referring to, sir. We, we only get you enrolled-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... in health insurance and unenrolled from the health insurance.

Speaker speaker\_2: Okay. Okay. The, yeah. Sorry. I, I, it was just a misdial then. Okay. All right. Thank you.

Speaker speaker\_1: No problem. You have a great weekend, man.

Speaker speaker\_2: Okay.