

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. If this is Malcolm, I can help you. Yes, sir. My name is Sherry Culpepper. Uh, my husband, uh, he was just hired through Surge to, uh, for a job. And I was calling about the, uh, health insurance you have for them. So are you under his ins-health insurance? Well, we haven't got it yet, so that's what we're trying to find out. So are you under... I'm sorry, are you under his account as a dependent? I'm his wife. So unless you're under here as his dependent, I wouldn't be able to access his account, unfortunately. ... gives us verbal permission, then, for you to do so. Okay. Uh, is there any certain time y'all's office closes or, or what? So we're open 8:00 AM to 8:00 PM Eastern Time. 8:00 PM Eastern Time? Yes, ma'am. Okay. Well, I'll see if I can get him to call you when he comes in. Okay. All right, thank you. No problem. You have a great day. You too. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. If this is Malcolm, I can help you.

Speaker speaker_1: Yes, sir. My name is Sherry Culpepper. Uh, my husband, uh, he was just hired through Surge to, uh, for a job. And I was calling about the, uh, health insurance you have for them.

Speaker speaker_0: So are you under his ins- health insurance?

Speaker speaker_1: Well, we haven't got it yet, so that's what we're trying to find out.

Speaker speaker_0: So are you under... I'm sorry, are you under his account as a dependent?

Speaker speaker_1: I'm his wife.

Speaker speaker_0: So unless you're under here as his dependent, I wouldn't be able to access his account, unfortunately. ... gives us verbal permission, then, for you to do so.

Speaker speaker_1: Okay. Uh, is there any certain time y'all's office closes or, or what?

Speaker speaker_0: So we're open 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: 8:00 PM Eastern Time?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Well, I'll see if I can get him to call you when he comes in.

Speaker speaker_0: Okay.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: No problem. You have a great day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you. Bye.