

## **Transcript: Malcolm**

**Nash-6346717907599360-5634406171492352**

### **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, I just got a text message from, um, my temp agency to, like, enroll with the benefits. What staffing company do you work for? Uh, Partners Personnel. What's the last four of your social? 2118. Is that 2118? Yes. First name? Chloe. Last name? Robinson. Just for security purposes, can you verify your address and date of birth for me? Yes. 9480 Waterside Oaks Drive, Winter Haven, Florida 33884. And what was the, what was the other thing you said, sorry? Date of birth. 11/10/2005. Okay. So we got your phone number at 335-7120? Yes. And your email is chlo1800@icloud.com? Yes. Yeah. All right. Well, you want to get enrolled in coverage or you want the information? Um, if you could give me information. And did you want me to send you a benefits guide? Yes, please. Okay. I just sent that benefits guide to your email. Okay. Thank you. No problem. Was there anything else I can help you with today? That's all. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day. You too. 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. This is Malcolm. How can I help you?

Speaker speaker\_2: Uh, I just got a text message from, um, my temp agency to, like, enroll with the benefits.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Uh, Partners Personnel.

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

Speaker speaker\_2: 2118.

Speaker speaker\_1: Is that 2118?

Speaker speaker\_2: Yes.

Speaker speaker\_1: First name?

Speaker speaker\_2: Chloe.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Robinson.

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

Speaker speaker\_2: Yes. 9480 Waterside Oaks Drive, Winter Haven, Florida 33884. And what was the, what was the other thing you said, sorry?

Speaker speaker\_1: Date of birth.

Speaker speaker\_2: 11/10/2005.

Speaker speaker\_1: Okay. So we got your phone number at 335-7120?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And your email is chlo1800@icloud.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Yeah. All right. Well, you want to get enrolled in coverage or you want the information?

Speaker speaker\_2: Um, if you could give me information.

Speaker speaker\_1: And did you want me to send you a benefits guide?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Okay. I just sent that benefits guide to your email.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem. Was there anything else I can help you with today?

Speaker speaker\_2: That's all.

Speaker speaker\_1: If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker\_2: You too. Bye.