

## **Transcript: Malcolm**

**Nash-6389209275744256-5319628838846464**

### **Full Transcript**

Answering call on benefits for the college. This is Malcolm, how can I help you? Malcolm, my name is... I have some questions about the coverage I was offered through my employer. What staffing company? Yes. Um, it's, it's Superior Skilled Trades. Hm. What's the last four of your social? What's the last four of the social? 1034. 1034. Are you calling on behalf of someone else, ma'am? He's here right here, sir. He would, he would have to be the one to give you that information. She doing her stuff for me. I'm, I'm, um, I can't read or write so she is here to, to do everything for me. Could you, I would verbally give her permission to speak on your behalf? Yes, sir. Thank you. How can I help you? So, um, am I calling right now, I'm going to ask questions about the benefits. Uh, I got the enrollment form. And, um, what I don't understand, I know you said it's not major medical, but the VIP, the VIP plan, it has a couple of, um, maximums, like, for a hospital admission benefit. It says "max one day." Mm-hmm. Is that the maximum? You only get one day for f- and then after the second, like, the second day I will be totally responsible for the cost? That would be a question you'll want to ask the carrier directly. Who is the carrier for this plan, do you know? American Public Life. American Public Life. Okay, I got you. Thank you. Do you have their phone number? No, not really, but I see AM Public. Is it... Can you give it to me just to make sure? Yes, ma'am. Whenever you're ready. I'm ready. It's 1-800. Mm-hmm. 256- Mm-hmm. 8606. Thank you so much. You were great. I appreciate it. Have a great day. You want to speak with a, you want to hit option 4 to speak with a representative. Got it. Thank you. You're amazing. Thank you. I needed your help so bad. Thank you. You have a great day. No problem. You, too. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Answering call on benefits for the college. This is Malcolm, how can I help you?

Speaker speaker\_1: Malcolm, my name is... I have some questions about the coverage I was offered through my employer.

Speaker speaker\_0: What staffing company?

Speaker speaker\_1: Yes. Um, it's, it's Superior Skilled Trades.

Speaker speaker\_0: Hm. What's the last four of your social?

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

Speaker speaker\_2: 1034.

Speaker speaker\_1: 1034.

Speaker speaker\_0: Are you calling on behalf of someone else, ma'am?

Speaker speaker\_1: He's here right here, sir.

Speaker speaker\_0: He would, he would have to be the one to give you that information.

Speaker speaker\_2: She doing her stuff for me. I'm, I'm, um, I can't read or write so she is here to, to do everything for me.

Speaker speaker\_0: Could you, I would verbally give her permission to speak on your behalf?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_0: Thank you. How can I help you?

Speaker speaker\_1: So, um, am I calling right now, I'm going to ask questions about the benefits. Uh, I got the enrollment form. And, um, what I don't understand, I know you said it's not major medical, but the VIP, the VIP plan, it has a couple of, um, maximums, like, for a hospital admission benefit. It says "max one day."

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Is that the maximum? You only get one day for f- and then after the second, like, the second day I will be totally responsible for the cost?

Speaker speaker\_0: That would be a question you'll want to ask the carrier directly.

Speaker speaker\_1: Who is the carrier for this plan, do you know?

Speaker speaker\_0: American Public Life.

Speaker speaker\_1: American Public Life. Okay, I got you. Thank you.

Speaker speaker\_0: Do you have their phone number?

Speaker speaker\_1: No, not really, but I see AM Public. Is it... Can you give it to me just to make sure?

Speaker speaker\_0: Yes, ma'am. Whenever you're ready.

Speaker speaker\_1: I'm ready.

Speaker speaker\_0: It's 1-800.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: 256-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: 8606.

Speaker speaker\_1: Thank you so much. You were great. I appreciate it. Have a great day.

Speaker speaker\_0: You want to speak with a, you want to hit option 4 to speak with a representative.

Speaker speaker\_1: Got it. Thank you. You're amazing. Thank you. I needed your help so bad. Thank you. You have a great day.

Speaker speaker\_0: No problem. You, too. Thank you.

Speaker speaker\_1: Bye-bye.