

## **Transcript: Malcolm**

**Nash-6450108887941120-6481941977579520**

### **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? Yes, I'm trying to see if our insurance is still active. All right. What staffing company were you working for, ma'am? BG Staffing. What's the last four of your Social? Uh, ninety... My husband, 92/13. So are you on his coverage? Yes, I am. All right. What's his name? Kevin Burt. For security purposes, can you verify your address and date of birth for me? 4950 Wells Drive, Beaumont, Texas 77708. 12/23/1965. 1965? Yes. His was 1967. Yes. I would need his information since it's under his coverage. Yes. His is December the 7th, 1967. And what was the address one more time? 4950 Wells Drive, Beaumont, Texas 77708. Thank you. All right. So it doesn't look like your coverage is active as of... Well, actually it is still active. It's not active this week though. So it's not active? Not this week. No, ma'am. Oh, all right. Thank you. No problem. Was there anything else I can help you with today? That's it. Thanks for calling Benefits in the Car. I hope you have a great week. You too.

### **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: Yes, I'm trying to see if our insurance is still active.

Speaker speaker\_1: All right. What staffing company were you working for, ma'am?

Speaker speaker\_2: BG Staffing.

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

Speaker speaker\_2: Uh, ninety... My husband, 92/13.

Speaker speaker\_1: So are you on his coverage?

Speaker speaker\_2: Yes, I am.

Speaker speaker\_1: All right. What's his name?

Speaker speaker\_2: Kevin Burt.

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

Speaker speaker\_2: 4950 Wells Drive, Beaumont, Texas 77708. 12/23/1965.

Speaker speaker\_1: 1965?

Speaker speaker\_2: Yes. His was 1967.

Speaker speaker\_1: Yes. I would need his information since it's under his coverage.

Speaker speaker\_2: Yes. His is December the 7th, 1967.

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

Speaker speaker\_2: 4950 Wells Drive, Beaumont, Texas 77708.

Speaker speaker\_1: Thank you. All right. So it doesn't look like your coverage is active as of... Well, actually it is still active. It's not active this week though.

Speaker speaker\_2: So it's not active?

Speaker speaker\_1: Not this week. No, ma'am.

Speaker speaker\_2: Oh, all right. Thank you.

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

Speaker speaker\_2: That's it.

Speaker speaker\_1: Thanks for calling Benefits in the Car. I hope you have a great week.

Speaker speaker\_2: You too.