

## **Transcript: Malcolm**

**Nash-6581941193621504-4981997424820224**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is how can I help you? Yeah, I'm just calling to see what the benefits are. What staffing company do you work for? Partners. What's the last four of your social? 2622. First name? Levi Baldwin. For security purposes, can you verify your address and date of birth for me? Uh, 368 West Main Street in Mechanicsburg, Ohio and 12-2-02. What was the city name? Say what? What's the name of the city? Mechanicsburg. Thank you. So we got your phone number, 937-508-0695? Yep. And the email is leviBaldwin.1415@gmail.com? Yep. Thank you. So you just want to get information about the coverage plans? Or yeah, if y'all can like send me something for it- Yes, sir. Instead of doing it over the phone. Yeah, I can send you the benefits guide. Okay. Will I have to call again? No, sir. I can just send it to your email. No, like, to like sign up for benefits, will I have to call again? Oh, yes, sir. If you want to get enrolled you have to give us a call back and we can get you enrolled over the phone. All right. All right. All right, so I just sent that benefits guide to your email. Was there anything else that I can help you with today, Mr. Baldwin? No, that'll be all for now. Okay. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of the day, man. Thank you. No problem. You have a good one. You too, sir. Thank you.

### **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 how can I help you?

Speaker speaker\_2: Yeah, I'm just calling to see what the benefits are.

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

Speaker speaker\_2: Partners.

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

Speaker speaker\_2: 2622.

Speaker speaker\_1: First name?

Speaker speaker\_2: Levi Baldwin.

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

Speaker speaker\_2: Uh, 368 West Main Street in Mechanicsburg, Ohio and 12-2-02.

Speaker speaker\_1: What was the city name?

Speaker speaker\_2: Say what?

Speaker speaker\_1: What's the name of the city?

Speaker speaker\_2: Mechanicsburg.

Speaker speaker\_1: Thank you. So we got your phone number, 937-508-0695?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And the email is leviBaldwin.1415@gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Thank you. So you just want to get information about the coverage plans?

Speaker speaker\_2: Or yeah, if y'all can like send me something for it-

Speaker speaker\_1: Yes, sir. Instead of doing it over the phone. Yeah, I can send you the benefits guide.

Speaker speaker\_2: Okay. Will I have to call again?

Speaker speaker\_1: No, sir. I can just send it to your email.

Speaker speaker\_2: No, like, to like sign up for benefits, will I have to call again?

Speaker speaker\_1: Oh, yes, sir. If you want to get enrolled you have to give us a call back and we can get you enrolled over the phone.

Speaker speaker\_2: All righty.

Speaker speaker\_1: All right. All right, so I just sent that benefits guide to your email. Was there anything else that I can help you with today, Mr. Baldwin?

Speaker speaker\_2: No, that'll be all for now.

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

Speaker speaker\_2: Thank you.

Speaker speaker\_1: No problem.

Speaker speaker\_2: You have a good one.

Speaker speaker\_1: You too, sir. Thank you.