

Transcript: Malcolm

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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? Yes, my name is Laura Boyd. I was just wanting to know if I am still enrolled for this year's insurance. What, what staffing company do you work for? I work for Crown Services. Last four of your Social? Two, seven, nine, seven. First name? Laura. L-A-U-R-A. Okay. For security purposes, can you verify your address and date of birth for me? Uh, uh, my address is 92 Peach Street, Hopkinsville, Kentucky, four, two, two, four, zero. My birthday is 6/2/74. Thank you. Are you calling to make sure your coverage rolled over? Yes. Yes, ma'am. It looks like your coverage is still active. Okay, wonderful. Thank you so much. No problem, Ms. Boyd. Was there anything else I can help you with today? That will be everything. All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Thank you. Bye-bye. 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 ... how can I help you?

Speaker speaker_2: Yes, my name is Laura Boyd. I was just wanting to know if I am still enrolled for this year's insurance.

Speaker speaker_1: What, what staffing company do you work for?

Speaker speaker_2: I work for Crown Services.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: Two, seven, nine, seven.

Speaker speaker_1: First name?

Speaker speaker_2: Laura. L-A-U-R-A.

Speaker speaker_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, uh, my address is 92 Peach Street, Hopkinsville, Kentucky, four, two, two, four, zero. My birthday is 6/2/74.

Speaker speaker_1: Thank you. Are you calling to make sure your coverage rolled over?

Speaker speaker_2: Yes.

Speaker speaker_1: Yes, ma'am. It looks like your coverage is still active.

Speaker speaker_2: Okay, wonderful. Thank you so much.

Speaker speaker_1: No problem, Ms. Boyd. Was there anything else I can help you with today?

Speaker speaker_2: That will be everything.

Speaker speaker_1: All right. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Bye.