

## **Transcript: Malcolm**

**Nash-6614192569237504-5511107528671232**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Yeah, I got a message to my card for benefits. What did the message say, sir? It said what? What did the message say, sir? Uh, it said, uh, "Welcome to Partners Personnel. 30 days for your first paycheck to enroll in the benefit. Call BIC." B-I-C. Hello? Only when you get- Hello? ... welcome to the health insurance. Uh, the health insurance. Said, when you want to get enrolled into health insurance? Uh, is that the only thing that they have? Yes, sir. Um, so what- what is it? What does it cover? Depends on what you get enrolled into. They have- we have medical, dental, life insurance, preventative care. All right. Yeah, how much is the, uh... Just a moment. Do y'all have like short-term, long-term? Do y'all have short-term, long-term and, um, how much is the medic? What'd you say? Hello? Can you hear me? I'm here. Um, I'm just trying to breathe. Hold on. Yeah. Just letting you know I'm trying to breathe. Yeah. You said you're going to let me breathe? Hold... Yes, sir. All right. I got a quick question. What time y'all close today? Yes, sir? I said, uh, what time you got close today? 8:00 PM Eastern Time. Okay. Well, it's like your phone- phone service is bad 'cause you called back. Yes, sir. All right.

### **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 Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Yeah, I got a message to my card for benefits.

Speaker speaker\_1: What did the message say, sir?

Speaker speaker\_2: It said what?

Speaker speaker\_1: What did the message say, sir?

Speaker speaker\_2: Uh, it said, uh, "Welcome to Partners Personnel. 30 days for your first paycheck to enroll in the benefit. Call BIC." B-I-C. Hello?

Speaker speaker\_1: Only when you get-

Speaker speaker\_2: Hello?

Speaker speaker\_1: ... welcome to the health insurance.

Speaker speaker\_2: Uh, the health insurance.

Speaker speaker\_1: Said, when you want to get enrolled into health insurance?

Speaker speaker\_2: Uh, is that the only thing that they have?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Um, so what- what is it? What does it cover?

Speaker speaker\_1: Depends on what you get enrolled into. They have- we have medical, dental, life insurance, preventative care.

Speaker speaker\_2: All right. Yeah, how much is the, uh...

Speaker speaker\_1: Just a moment.

Speaker speaker\_2: Do y'all have like short-term, long-term? Do y'all have short-term, long-term and, um, how much is the medic? What'd you say?

Speaker speaker\_1: Hello? Can you hear me?

Speaker speaker\_2: I'm here.

Speaker speaker\_1: Um, I'm just trying to breathe. Hold on.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Just letting you know I'm trying to breathe. Yeah.

Speaker speaker\_2: You said you're going to let me breathe? Hold...

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: All right . I got a quick question. What time y'all close today?

Speaker speaker\_4: Yes, sir?

Speaker speaker\_2: I said, uh, what time you got close today?

Speaker speaker\_4: 8:00 PM Eastern Time.

Speaker speaker\_2: Okay. Well, it's like your phone- phone service is bad 'cause you called back.

Speaker speaker\_4: Yes, sir.

Speaker speaker\_2: All right.