

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you? Hello, Malcolm. This is Julie Perkins. I'm trying to figure out why y'all are trying to say I don't have any form of outpatient, uh, physical therapy thing? Because I just had a full hip replacement. You got to do physical therapy in order to get better. So I don't know if they're just not running it through correctly, through the right thing or what. You're just about to call in? I had surgery on the 3rd, a full hip replacement. So we're... I'm trying to find out about outpatient physical therapy. What staffing company do you work for, ma'am? Innovative Stacking Solution. What's the last four of your social? 6045. First name? Julie. J-U-L-I-E. And for security purposes, can you verify your address and date of birth for me? 4/17. You're breaking up, ma'am. Hello? Hello? Are you there, ma'am? Hello? Agent disconnecting call due to no response. If you can hear me, please attempt to call us back. Okay, I hear you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you?

Speaker speaker_1: Hello, Malcolm. This is Julie Perkins. I'm trying to figure out why y'all are trying to say I don't have any form of outpatient, uh, physical therapy thing? Because I just had a full hip replacement. You got to do physical therapy in order to get better. So I don't know if they're just not running it through correctly, through the right thing or what.

Speaker speaker_0: You're just about to call in?

Speaker speaker_1: I had surgery on the 3rd, a full hip replacement. So we're... I'm trying to find out about outpatient physical therapy.

Speaker speaker_0: What staffing company do you work for, ma'am?

Speaker speaker_1: Innovative Stacking Solution.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 6045.

Speaker speaker_0: First name?

Speaker speaker_1: Julie. J-U-L-I-E.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 4/17.

Speaker speaker_0: You're breaking up, ma'am. Hello? Hello? Are you there, ma'am? Hello? Agent disconnecting call due to no response. If you can hear me, please attempt to call us back. Okay, I hear you.