

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yes, hello. Good morning. Um, I work at Crown Agency and they just told me, uh, that I, um... I'm automatically, um... have a health insurance. Okay. What are you wanting? They're trying the coverage? Yes. I just want to know what the coverage and how will I... because I'm trying to go to urgent care right now. And- Okay. What's the last four of your social? 8733. First name? Ann Marie. Last name? Fly, F-L-Y. All right. Just for security purposes, can you verify your address and date of birth for me? 1138 Drive, Clarksville, Tennessee, 37042 and my birthday is June 3rd, 1987. Thank you. So it doesn't look like the coverage has started yet. Oh. When does it start? It's totally up to whenever Crown Auto enrolls you guys into the coverage. Oh, okay. Okay. Okay. Well, thank you, sir. No problem, ma'am. Is there anything else I can help you with today? That'd be all. All right. Thanks for calling Benefits in the Car. Hope you have a great weekend. You too. Thank you. Bye-bye. Thank you. Bye.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Yes, hello. Good morning. Um, I work at Crown Agency and they just told me, uh, that I, um... I'm automatically, um... have a health insurance.

Speaker speaker\_0: Okay. What are you wanting? They're trying the coverage?

Speaker speaker\_1: Yes. I just want to know what the coverage and how will I... because I'm trying to go to urgent care right now. And-

Speaker speaker\_0: Okay. What's the last four of your social?

Speaker speaker\_1: 8733.

Speaker speaker\_0: First name?

Speaker speaker\_1: Ann Marie.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Fly, F-L-Y.

Speaker speaker\_0: All right. Just for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 1138 Drive, Clarksville, Tennessee, 37042 and my birthday is June 3rd, 1987.

Speaker speaker\_0: Thank you. So it doesn't look like the coverage has started yet.

Speaker speaker\_1: Oh. When does it start?

Speaker speaker\_0: It's totally up to whenever Crown Auto enrolls you guys into the coverage.

Speaker speaker\_1: Oh, okay. Okay. Okay. Well, thank you, sir.

Speaker speaker\_0: No problem, ma'am. Is there anything else I can help you with today?

Speaker speaker\_1: That'd be all.

Speaker speaker\_0: All right. Thanks for calling Benefits in the Car. Hope you have a great weekend.

Speaker speaker\_1: You too. Thank you. Bye-bye.

Speaker speaker\_0: Thank you. Bye.