

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Um, hi. I got a text, um, congratulating me on my job and saying that I'm going to be auto enrolled in EM- M- MEC TeleRx within 30 days. What staffing company do you work for? Uh, Surge. What's the last four of your Social? 8130. Are you wanting to decline the coverage? Yes. What's your first name? Allison. Last name? Lidow. For security purposes, can you verify your address and date of birth for me? Uh, 104 Riley Drive, Apartment 1, Marietta, Ohio 45750. And my date of birth is August 27th, 2002. You are all right. I've got that decline for you, Ms. Allison. Was there anything else I can help you with today? No, that's all. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. 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: Um, hi. I got a text, um, congratulating me on my job and saying that I'm going to be auto enrolled in EM- M- MEC TeleRx within 30 days.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, Surge.

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

Speaker speaker_1: 8130.

Speaker speaker_0: Are you wanting to decline the coverage?

Speaker speaker_1: Yes.

Speaker speaker_0: What's your first name?

Speaker speaker_1: Allison.

Speaker speaker_0: Last name?

Speaker speaker_1: Lidow.

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

Speaker speaker_1: Uh, 104 Riley Drive, Apartment 1, Marietta, Ohio 45750. And my date of birth is August 27th, 2002.

Speaker speaker_0: You are all right. I've got that decline for you, Ms. Allison. Was there anything else I can help you with today?

Speaker speaker_1: No, that's all.

Speaker speaker_0: Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Thank you. Bye.