

## Transcript: Malcolm

**Nash-4793434669891584-5849278559862784**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card, this is Malcolm. How can I help you? Yes, um, someone gave him a call. Um, they left a message and said my, um... information was incomplete. What staffing company do you work for? It's, um... Focus Workforce Management Inc. Okay, it's Focus Workforce? Uh-huh. What's the last four of your social? Two, three, one, two. You said two, three, one, two? Uh-huh. First name? Tiffany. You said Tiffany? Yes. First name? I mean, last name. Manuel. All right. Miss, can you ver- just can you verify your address? 298 Le Creuse Dr, Monroe, Georgia. Hello? Hello? And your date of birth? 5/27/05. Thank you. So it looks like you wanted to get enrolled for you and a spouse but you didn't select... you didn't leave in any depend- information. I didn't leave what? The dependent information; like first name, last name, Social Security, date of birth. Oh, okay. So you still want to get enrolled with your, with your spouse or you just want coverage for yourself? Yes, with my spouse. All right, so you just got the group accident, the critical illness, and the life insurance? Yeah. Okay. Do you have that information on hand by any chance? I, I do. Okay. Well, whenever you're ready, I'm ready for that information. My name is Teco Manuel. It's T-E-C-O. Last name M-A-N, same last name, M-A-N-U-E-L. Social? 256-51-6764. You said 256-51-76-64? Uh-huh. Correct. Oh. Uh, uh, male or female? I'm sorry? Um, male. All right. Thank you. And date of birth? Um, September 17, 1976. Thank you. All right. That's what, that's all. The outbound call was for to let you know, because we were missing that information. Oh, okay. So that's all I need to do? Yes, ma'am. Was there anything else I can help you with today? No, sir. Thank you. No problem, Miss Manuel. I hope you have a great rest of your week. Thanks for calling Benefits in a Card. Okay, thank you. Thank you. 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 a Card, this is Malcolm. How can I help you?

Speaker speaker\_2: Yes, um, someone gave him a call. Um, they left a message and said my, um... information was incomplete.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: It's, um... Focus Workforce Management Inc.

Speaker speaker\_1: Okay, it's Focus Workforce?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: Two, three, one, two.

Speaker speaker\_1: You said two, three, one, two?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: First name?

Speaker speaker\_2: Tiffany.

Speaker speaker\_1: You said Tiffany?

Speaker speaker\_2: Yes.

Speaker speaker\_1: First name? I mean, last name.

Speaker speaker\_2: Manuel.

Speaker speaker\_1: All right. Miss, can you ver- just can you verify your address?

Speaker speaker\_2: 298 Le Creuse Dr, Monroe, Georgia. Hello? Hello?

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 5/27/05.

Speaker speaker\_1: Thank you. So it looks like you wanted to get enrolled for you and a spouse but you didn't select... you didn't leave in any depend- information.

Speaker speaker\_2: I didn't leave what?

Speaker speaker\_1: The dependent information; like first name, last name, Social Security, date of birth.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: So you still want to get enrolled with your, with your spouse or you just want coverage for yourself?

Speaker speaker\_2: Yes, with my spouse.

Speaker speaker\_1: All right, so you just got the group accident, the critical illness, and the life insurance?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Do you have that information on hand by any chance?

Speaker speaker\_2: I, I do.

Speaker speaker\_1: Okay. Well, whenever you're ready, I'm ready for that information.

Speaker speaker\_2: My name is Teco Manuel. It's T-E-C-O. Last name M-A-N, same last name, M-A-N-U-E-L.

Speaker speaker\_1: Social?

Speaker speaker\_2: 256-51-6764.

Speaker speaker\_1: You said 256-51-76-64?

Speaker speaker\_2: Uh-huh. Correct.

Speaker speaker\_1: Oh. Uh, uh, male or female?

Speaker speaker\_2: I'm sorry? Um, male.

Speaker speaker\_1: All right. Thank you. And date of birth?

Speaker speaker\_2: Um, September 17, 1976.

Speaker speaker\_1: Thank you. All right. That's what, that's all. The outbound call was for to let you know, because we were missing that information.

Speaker speaker\_2: Oh, okay. So that's all I need to do?

Speaker speaker\_1: Yes, ma'am. Was there anything else I can help you with today?

Speaker speaker\_2: No, sir. Thank you.

Speaker speaker\_1: No problem, Miss Manuel. I hope you have a great rest of your week. Thanks for calling Benefits in a Card.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Bye-bye.