

## **Transcript: Malcolm**

**Nash-5043227181236224-5710629262901248**

### **Full Transcript**

Your call- Hello. ... will be monitored or recorded for quality assurance purposes. This is Ms. Williamson? Uh, Ms. Thomson. Can I speak again? This is Malcolm with Benefits in the Card. I'm calling in regards to your enrollment form with MA- uh, I mean with Mega Force Staffing. Um, yes, my name is, uh, Ashley Thompson. Okay, so I still have Williamson in the system. I apologize. Oh, okay. All right, so it looks like with your enrollment form, you left it blank. But we're just calling to verify if you want to get enrolled into the coverage or not 'cause if you don't decline, they do auto-enroll you into the coverage. Oh, okay. Uh, yeah, you can decline. All right. Well, that's all I needed from you, Ms. Ashley. I hope you have a great rest of your day. Okay, thank you. You do the same. Thank you. Okay, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... will be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: This is Ms. Williamson?

Speaker speaker\_2: Uh, Ms. Thomson. Can I speak again?

Speaker speaker\_1: This is Malcolm with Benefits in the Card. I'm calling in regards to your enrollment form with MA- uh, I mean with Mega Force Staffing.

Speaker speaker\_2: Um, yes, my name is, uh, Ashley Thompson.

Speaker speaker\_1: Okay, so I still have Williamson in the system. I apologize.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: All right, so it looks like with your enrollment form, you left it blank. But we're just calling to verify if you want to get enrolled into the coverage or not 'cause if you don't decline, they do auto-enroll you into the coverage.

Speaker speaker\_2: Oh, okay. Uh, yeah, you can decline.

Speaker speaker\_1: All right. Well, that's all I needed from you, Ms. Ashley. I hope you have a great rest of your day.

Speaker speaker\_2: Okay, thank you. You do the same.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Okay, bye-bye.