Transcript: Malcolm Nash-5128760946900992-4571836429942784

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Card. What can I help you? Hi, my name is Donnell Harris. Uh, can I speak to Vic, V-I-C? This is, this is Benefits in the Card, sir. How can I help you? Benefits in the Card, okay. Uh, it says to... I got an email, a text that said to, uh, enroll. In the health insurance? Oh, no, I don't want to s- that's, that's for health insurance? Yes, sir. What staffing company do you work for? Serge. Yes, sir. That's a automatic text that goes out to new hires congratulating them on their job with Serge and letting them know they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the plan they have to offer. Okay. So how would I, uh... Oh, yeah, I got, I got 30 days from now? Whenever you received your first paycheck. Uh, that was last week. So, okay, so I got 30 days from last week to decline or accept for the, or it'll automatically go in. Can I, can, can I talk to you and, uh, decline it and you set it up for decline, or I gotta go on someone? I can decline it for you. What's the last four of your social? Yeah. 4643. First name? Donnell, D-O-N-A-L. Last name? Harris, H-A-R-R-I-S. Okay. For security purposes, can you verify your address and date of birth for me? Address, 276 Cuyahoga Street, Akron, Ohio 44304. Date of birth, 09/26/1962. Thank you. So your active phone number 216-386-5808? Yes. And the email is donnellharris880@yahoo.com? Yes. I got that declined for you, Mr. Harris. Was there anything else that I could help you with today? No, I appreciate you. Thank you very much. Have a great day. You too, man. Thank you. Happy New Year. Same to you. Bye bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in the Card. What can I help you?

Speaker speaker_2: Hi, my name is Donnell Harris. Uh, can I speak to Vic, V-I-C?

Speaker speaker_1: This is, this is Benefits in the Card, sir. How can I help you?

Speaker speaker_2: Benefits in the Card, okay. Uh, it says to... I got an email, a text that said to, uh, enroll.

Speaker speaker_1: In the health insurance?

Speaker speaker_2: Oh, no, I don't want to s- that's, that's for health insurance?

Speaker speaker_1: Yes, sir. What staffing company do you work for?

Speaker speaker_2: Serge.

Speaker speaker_1: Yes, sir. That's a automatic text that goes out to new hires congratulating them on their job with Serge and letting them know they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the plan they have to offer.

Speaker speaker_2: Okay. So how would I, uh... Oh, yeah, I got, I got 30 days from now?

Speaker speaker_1: Whenever you received your first paycheck.

Speaker speaker_2: Uh, that was last week. So, okay, so I got 30 days from last week to decline or accept for the, or it'll automatically go in. Can I, can, can I talk to you and, uh, decline it and you set it up for decline, or I gotta go on someone?

Speaker speaker_1: I can decline it for you. What's the last four of your social?

Speaker speaker_2: Yeah. 4643.

Speaker speaker_1: First name?

Speaker speaker_2: Donnell, D-O-N-A-L.

Speaker speaker_1: Last name?

Speaker speaker_2: Harris, H-A-R-R-I-S.

Speaker speaker_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Address, 276 Cuyahoga Street, Akron, Ohio 44304. Date of birth, 09/26/1962.

Speaker speaker_1: Thank you. So your active phone number 216-386-5808?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email is donnellharris880@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: I got that declined for you, Mr. Harris. Was there anything else that I could help you with today?

Speaker speaker_2: No, I appreciate you. Thank you very much. Have a great day.

Speaker speaker_1: You too, man. Thank you. Happy New Year.

Speaker speaker_2: Same to you. Bye bye.

Speaker speaker_1: Bye.