

Transcript: Malcolm

Nash-5155070384062464-5358792426962944

Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Hey, is this Mr. Frederick? Yes. Yeah, so we've got a voicemail that you... You got transferred to APL about some policy debt? Yes. Uh, I work through, uh, Focus Workforce and I didn't sign up for any insurance. I declined it. But it's still getting taken out my check. Could you verify your address and date of birth for me? Uh, my, uh, address is 9 Blue Bonnet Lane, Belton, Missouri, 64012. And my date of birth is 12/30/1976. Thank you. All right. So, it looks like the coverage that you have is, i- is court ordered. That's why you receive this. Okay. It happened... You didn't get enrolled yourself. Okay. I, I, I figured that. Was there anything else I can help you with today, Mr. Frederick? No, sir. That's all. All right. Well, I hope you have a great weekend, man. All right. You, too. Take care.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hey, is this Mr. Frederick?

Speaker speaker_0: Yes.

Speaker speaker_2: Yeah, so we've got a voicemail that you... You got transferred to APL about some policy debt?

Speaker speaker_0: Yes. Uh, I work through, uh, Focus Workforce and I didn't sign up for any insurance. I declined it. But it's still getting taken out my check.

Speaker speaker_2: Could you verify your address and date of birth for me?

Speaker speaker_0: Uh, my, uh, address is 9 Blue Bonnet Lane, Belton, Missouri, 64012. And my date of birth is 12/30/1976.

Speaker speaker_2: Thank you. All right. So, it looks like the coverage that you have is, i- is court ordered. That's why you receive this.

Speaker speaker_0: Okay.

Speaker speaker_2: It happened... You didn't get enrolled yourself.

Speaker speaker_0: Okay. I, I, I figured that.

Speaker speaker_2: Was there anything else I can help you with today, Mr. Frederick?

Speaker speaker_0: No, sir. That's all.

Speaker speaker_2: All right. Well, I hope you have a great weekend, man.

Speaker speaker_0: All right. You, too.

Speaker speaker_2: Take care.