

Transcript: Malcolm

Nash-5205897845358592-6515346407112704

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the ... Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Ms. Jasmine. I heard I got a message from y'all saying something about a, um, alternate, um, auto-enroll or something. What staffing company do you work for? It's actually... You said what now? What staffing company do you work for? Megaforce. And what did the message say? It says, "Welcome to Megaforce. If you haven't declined coverage, you'll be auto enrolled in the M- MEP ... plan 30 days from your first shift." All right. Well, you wanted to do coverage? Yeah. All right. What's the last four of your social? 4904. First name? Jasmine. Last name? Blango. For security purposes, can you verify your address and date of birth for me? 2497 Great Will, Chocolate Way, North Carolina 27817, July 8th, 2004. Thank you. So we got a good phone number, 252-623-5- I mean, 7059. 7059, yeah. And the email is jasmineblango04@gmail.com? Yep. Thank you. So it looks like you already declined an auto enrollment. I thought I did but it said something about I didn't. I need to call that number to decline it or they were gonna take it out my benefits. Yeah. So- sometimes that, that is an automatic text that goes out, so you might have just ignored- Oh. ... the automatic. Okay. Right. Well, was there anything else I can help you with today, Ms. Jasmine? No, that's good. I appreciate it. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Thank you. All right.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the ... Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, Ms. Jasmine. I heard I got a message from y'all saying something about a, um, alternate, um, auto-enroll or something.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: It's actually... You said what now?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Megaforce.

Speaker speaker_1: And what did the message say?

Speaker speaker_2: It says, "Welcome to Megaforce. If you haven't declined coverage, you'll be auto enrolled in the M- MEP ... plan 30 days from your first shift."

Speaker speaker_1: All right. Well, you wanted to do coverage?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. What's the last four of your social?

Speaker speaker_2: 4904.

Speaker speaker_1: First name?

Speaker speaker_2: Jasmine.

Speaker speaker_1: Last name?

Speaker speaker_2: Blango.

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

Speaker speaker_2: 2497 Great Will, Chocolate Way, North Carolina 27817, July 8th, 2004.

Speaker speaker_1: Thank you. So we got a good phone number, 252-623-5- I mean, 7059.

Speaker speaker_2: 7059, yeah.

Speaker speaker_1: And the email is jasmineblango04@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. So it looks like you already declined an auto enrollment.

Speaker speaker_2: I thought I did but it said something about I didn't. I need to call that number to decline it or they were gonna take it out my benefits.

Speaker speaker_1: Yeah. So- sometimes that, that is an automatic text that goes out, so you might have just ignored-

Speaker speaker_2: Oh.

Speaker speaker_1: ... the automatic.

Speaker speaker_2: Okay.

Speaker speaker_1: Right. Well, was there anything else I can help you with today, Ms. Jasmine?

Speaker speaker_2: No, that's good. I appreciate it.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.

Speaker speaker_2: All right.