

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Pace account Benefits in the card. This is Malcolm, how can I help you? Hello, Malcolm. My name is Carl Harvey. Uh, through my, uh, temp service that I went through that auto-enrolled me into this, um, whatever it is, baker's whatever- Hi, welcome to- ... Medi- Medicare. What staffing company do you work for? Uh, Surge. So last four of your social. 0618. First name? Carl Harvey. And for security purposes can you verify your address and date of birth for me? 4930 State Route 601, 9-8 of 96. Okay. And your phone number is 419-776-5278? Yeah. And the email is carlharvey296 at gmail.com? Yes. All right. I got that declined for you, Mr. Carl. Was there anything else I can help you with today? No, I was just wanting to, um, like get unenrolled from that. Yeah, they never enrolled you, they... It doesn't look like you had any deductions taken. Oh, okay. 'Cause I was getting a message from 'em and I, I was gonna be auto-enrolled. It says I'm gonna be auto-enrolled into it and I called them and they told me to call you guys, so- Yeah. Yeah, that's a automatic, that's a automatic text message. Okay, so I was just making sure. Yes, sir. Was there anything else I can help you with today, Mr. Carl? Nope. That was all. Pace account Benefits in the card. I hope you have a great rest of your week. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Pace account Benefits in the card. This is Malcolm, how can I help you?

Speaker speaker_2: Hello, Malcolm. My name is Carl Harvey. Uh, through my, uh, temp service that I went through that auto-enrolled me into this, um, whatever it is, baker's whatever-

Speaker speaker_1: Hi, welcome to-

Speaker speaker_2: ... Medi- Medicare.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: So last four of your social.

Speaker speaker_2: 0618.

Speaker speaker_1: First name?

Speaker speaker_2: Carl Harvey.

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

Speaker speaker_2: 4930 State Route 601, 9-8 of 96.

Speaker speaker_1: Okay. And your phone number is 419-776-5278?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email is carlharvey296 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I got that declined for you, Mr. Carl. Was there anything else I can help you with today?

Speaker speaker_2: No, I was just wanting to, um, like get unenrolled from that.

Speaker speaker_1: Yeah, they never enrolled you, they... It doesn't look like you had any deductions taken.

Speaker speaker_2: Oh, okay. 'Cause I was getting a message from 'em and I, I was gonna be auto-enrolled. It says I'm gonna be auto-enrolled into it and I called them and they told me to call you guys, so-

Speaker speaker_1: Yeah. Yeah, that's a automatic, that's a automatic text message.

Speaker speaker_2: Okay, so I was just making sure.

Speaker speaker_1: Yes, sir. Was there anything else I can help you with today, Mr. Carl?

Speaker speaker_2: Nope. That was all.

Speaker speaker_1: Pace account Benefits in the card. I hope you have a great rest of your week.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.