

## **Transcript: Malcolm**

**Nash-5481981570367488-5311536665640960**

### **Full Transcript**

... benefits and the current is an outcome that can help you. Hey, I got a text saying I needed to call this number if I wanted to opt out of health insurance, because I, um- Okay. ... I already, I already have a health insurance. What's the company you work for? WorkSmart in Greenville. So last four of your social? 8697. First name? Mia. Last name? Hashim, H-A-S-H-I-M. Right. For security purposes, can you verify your address and date of birth for me? 10/28/98 and 110 Turnhouse Lane, Simpsonville, South Carolina 29681 should be the address I have on file. Repeat that for me one more time, please. 110 Turnhouse Lane, Simpsonville, South Carolina 29681. Thank you. And you just say your date of birth? 10/28/98, yes. Thank you. So we got your phone number, 864-551-1324. Uh, is it... Do I have the same phone number? No. Is that a good phone number? Oh, yeah, yeah, yeah. And then your email is miahashim@gmail.com? Yep. Thank you. All right. I've got that decline for you, Miss Mia. Was there anything else I can help you with today? No, that's it. Thank you. No problem. Hope you have a great weekend. You too. Bye. Take care. Bye.

### **Conversation Format**

Speaker speaker\_0: ... benefits and the current is an outcome that can help you.

Speaker speaker\_1: Hey, I got a text saying I needed to call this number if I wanted to opt out of health insurance, because I, um-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... I already, I already have a health insurance.

Speaker speaker\_0: What's the company you work for?

Speaker speaker\_1: WorkSmart in Greenville.

Speaker speaker\_0: So last four of your social?

Speaker speaker\_1: 8697.

Speaker speaker\_0: First name?

Speaker speaker\_1: Mia.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Hashim, H-A-S-H-I-M.

Speaker speaker\_0: Right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 10/28/98 and 110 Turnhouse Lane, Simpsonville, South Carolina 29681 should be the address I have on file.

Speaker speaker\_0: Repeat that for me one more time, please.

Speaker speaker\_1: 110 Turnhouse Lane, Simpsonville, South Carolina 29681.

Speaker speaker\_0: Thank you. And you just say your date of birth?

Speaker speaker\_1: 10/28/98, yes.

Speaker speaker\_0: Thank you. So we got your phone number, 864-551-1324.

Speaker speaker\_1: Uh, is it... Do I have the same phone number?

Speaker speaker\_0: No. Is that a good phone number?

Speaker speaker\_1: Oh, yeah, yeah, yeah.

Speaker speaker\_0: And then your email is miahashim@gmail.com?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Thank you. All right. I've got that decline for you, Miss Mia. Was there anything else I can help you with today?

Speaker speaker\_1: No, that's it. Thank you.

Speaker speaker\_0: No problem. Hope you have a great weekend.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Take care. Bye.