

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you? Yes, I am needing to, um, uh, waive my, uh, insurance plan. What staffing company? It's um... Hang on just a moment. Uh... Let me find it here. I can't believe I can't remember the name of it. They... Just hired on with 'em. Hang on just a moment. Okay. Oh, good grief. What was it? SAC, uh, something, was it on there? Oh my gosh, I don't have it. I'm gonna have to locate that and call you back. So, uh, let's see. 'Cause I know, I know a few companies that I enroll at, so there's Surge. Can you tell me if these- No. ... any of these names sound familiar? America StaffCorp? Yes. That's it. It's American StaffCorp? Yes. What's the last four of your Social? 9271. First name? Neal. Last name? Manus. And for security purposes, can you verify your address and date of birth for me? 18208 East 48th Place, Tulsa, Oklahoma, uh, and oh- uh, 9/26/58. Thank you. So it looks like you already d- declined it, Mr. Neal. Okay. We tried doing that down at StaffCorp and they, they, uh, told me they couldn't get it to go in there right. It wouldn't take it. Maybe it did then. Okay, then. Well, it's all taken care of. Yes, sir. Was there anything else I could help you with today, Mr. Neal? No, that's it. Thank you very much for your help. No problem. Thanks for calling Benefits In A Cart. I hope you have a great rest of your week, man. You too. Bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, I am needing to, um, uh, waive my, uh, insurance plan.

Speaker speaker_0: What staffing company?

Speaker speaker_1: It's um... Hang on just a moment. Uh... Let me find it here. I can't believe I can't remember the name of it. They... Just hired on with 'em. Hang on just a moment.

Speaker speaker_0: Okay.

Speaker speaker_1: Oh, good grief. What was it? SAC, uh, something, was it on there? Oh my gosh, I don't have it. I'm gonna have to locate that and call you back.

Speaker speaker_0: So, uh, let's see. 'Cause I know, I know a few companies that I enroll at, so there's Surge. Can you tell me if these-

Speaker speaker_1: No.

Speaker speaker_0: ... any of these names sound familiar? America StaffCorp?

Speaker speaker_1: Yes. That's it.

Speaker speaker_0: It's American StaffCorp?

Speaker speaker_1: Yes.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 9271.

Speaker speaker_0: First name?

Speaker speaker_1: Neal.

Speaker speaker_0: Last name?

Speaker speaker_1: Manus.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 18208 East 48th Place, Tulsa, Oklahoma, uh, and oh- uh, 9/26/58.

Speaker speaker_0: Thank you. So it looks like you already d- declined it, Mr. Neal.

Speaker speaker_1: Okay. We tried doing that down at StaffCorp and they, they, uh, told me they couldn't get it to go in there right. It wouldn't take it. Maybe it did then. Okay, then. Well, it's all taken care of.

Speaker speaker_0: Yes, sir. Was there anything else I could help you with today, Mr. Neal?

Speaker speaker_1: No, that's it. Thank you very much for your help.

Speaker speaker_0: No problem. Thanks for calling Benefits In A Cart. I hope you have a great rest of your week, man.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Thank you. Bye.