Transcript: Malcolm Nash-561205144720192-4823943822753792

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey, how's it going, man? Uh, my name is Rigo. I had gotten a text message from you guys earlier. What did the text message say, sir? Uh, it says... Let me see. Um, it says, "Congrats on your job with Surge. Uh, you'll be auto-enrolled in MEC." Okay, so- It said R- So that's an automatic text that goes out to the new hires congratulating them on a job with Surge and letting them know they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the MEC PeliRx plan that Surge has to offer. It's health insurance. Oh. All right. Uh, would I be able to degrade it? Yes, sir. What's the last four of your Social? Uh, 5017. First name? Rigo. Legal? Yeah, R-I-G-O. Last name? Gonzalez. And for security purposes, can you verify your address and date of birth for me? Uh, 1391 Superior Avenue in Yuma City, MI. Uh, birthday is March 13, 1999. Thank you. All right. I got that declined for you, Mr. Gonzalez. Was there anything else I can help you with today? Uh, that'll be it. All right. Thanks for calling Benefits in the Card. I hope you have a great rest of your day. You as well. Thank you. Thank you.

Conversation Format

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

Speaker speaker_1: Hey, how's it going, man? Uh, my name is Rigo. I had gotten a text message from you guys earlier.

Speaker speaker_0: What did the text message say, sir?

Speaker speaker_1: Uh, it says... Let me see. Um, it says, "Congrats on your job with Surge. Uh, you'll be auto-enrolled in MEC."

Speaker speaker_0: Okay, so-

Speaker speaker_1: It said R-

Speaker speaker_0: So that's an automatic text that goes out to the new hires congratulating them on a job with Surge and letting them know they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the MEC PeliRx plan that Surge has to offer. It's health insurance.

Speaker speaker_1: Oh. All right. Uh, would I be able to degrade it?

Speaker speaker_0: Yes, sir. What's the last four of your Social?

Speaker speaker_1: Uh, 5017.

Speaker speaker_0: First name?

Speaker speaker_1: Rigo.

Speaker speaker_0: Legal?

Speaker speaker_1: Yeah, R-I-G-O.

Speaker speaker_0: Last name?

Speaker speaker_1: Gonzalez.

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

Speaker speaker_1: Uh, 1391 Superior Avenue in Yuma City, MI. Uh, birthday is March 13, 1999.

Speaker speaker_0: Thank you. All right. I got that declined for you, Mr. Gonzalez. Was there anything else I can help you with today?

Speaker speaker_1: Uh, that'll be it.

Speaker speaker_0: All right. Thanks for calling Benefits in the Card. I hope you have a great rest of your day.

Speaker speaker_1: You as well. Thank you.

Speaker speaker_0: Thank you.