

Transcript: Malcolm

Nash-5612884229832704-6154855214170112

Full Transcript

Your call has been recorded for quality assurance purposes. Hey, is this Ms. Castillo? Hello, yes. Hey, this is Malcolm with Benefits and a Card. I'm calling in regards to your enrollment form with the resource company. This is who? My name is Malcolm. I'm with Benefits and a Card. I'm calling in regards to your enrollment form with the resource company. The resource company. You filled out an enrollment form for health insurance, but you, you said you wanted to participate but you never selected any coverage, and we're just calling to verify if you wanted to get enrolled or not. Oh, no. No, no, no, no. No, thank you. Great, that's all I needed from you, Ms. Castillo. Hope you have a great day.

Conversation Format

Speaker speaker_0: Your call has been recorded for quality assurance purposes.

Speaker speaker_1: Hey, is this Ms. Castillo?

Speaker speaker_2: Hello, yes.

Speaker speaker_1: Hey, this is Malcolm with Benefits and a Card. I'm calling in regards to your enrollment form with the resource company.

Speaker speaker_2: This is who?

Speaker speaker_1: My name is Malcolm. I'm with Benefits and a Card. I'm calling in regards to your enrollment form with the resource company.

Speaker speaker_2: The resource company.

Speaker speaker_1: You filled out an enrollment form for health insurance, but you, you said you wanted to participate but you never selected any coverage, and we're just calling to verify if you wanted to get enrolled or not.

Speaker speaker_2: Oh, no. No, no, no, no. No, thank you.

Speaker speaker_1: Great, that's all I needed from you, Ms. Castillo. Hope you have a great day.