Transcript: Malcolm Nash-5783831573905408-4838094421835776

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... to the common benefits of Mercardo's, this is Malcolm. How can I help you? Uh, yes, I'm calling in reference to, uh, the AmeriStaff insurance. AmeriStaff insurance? Yeah. How can I help you today, sir? Are you wanting to get enrolled or you want to get information? Yeah, I was trying to, uh... I think they enrolled me in, in it, but I didn't, I didn't want it. I was trying to opt out or whatever I needed to do. Okay. What's the last four of your social? 5954. First name? D'Angelo. D-A-N-G-E-L-O. Last name? Mack. M-A-C-K. For security purposes, can you verify your address and date of birth for me? Uh, 51 Ridgewood- Ridgeway Terrace Drive, Apartment 9, Ridgeway, Virginia, 24148. Uh, 11/12/76. Can you see we have your phone number as 276-666-7163? Correct. Let me get email. There's been no email filed. Would you like to add a email? You said you, you need my email, you said? No. There's no email on file. I was asking if you wanted to add a email. Oh, if you want, that's fine, yeah. What wants to be the email for you? Uh, all lowercase, mackglobal100@yahoo.com. Yeah. Right, so it looks like you already declined the auto enrollment. Is there anything else I can help you with today, Mr. Mack? Oh, it was decline... Okay, I just... Uh, he, he told me that I was enrolled and I needed to call the number to, to, uh, correct it. That's why I was calling. But if I'm already, uh, have already declined it, then that's, that's okay. All right. If there's nothing else, Mr. Mack, thanks for calling Benefits with Mercardo's. You have a great rest of the week. All right. Thank you so much. Bye-bye. No problem.

Conversation Format

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

Speaker speaker_1: ... to the common benefits of Mercardo's, this is Malcolm. How can I help you?

Speaker speaker_2: Uh, yes, I'm calling in reference to, uh, the AmeriStaff insurance.

Speaker speaker_1: AmeriStaff insurance?

Speaker speaker_2: Yeah.

Speaker speaker_1: How can I help you today, sir? Are you wanting to get enrolled or you want to get information?

Speaker speaker_2: Yeah, I was trying to, uh... I think they enrolled me in, in it, but I didn't, I didn't want it. I was trying to opt out or whatever I needed to do.

Speaker speaker_1: Okay. What's the last four of your social?

Speaker speaker_2: 5954.

Speaker speaker_1: First name?

Speaker speaker_2: D'Angelo. D-A-N-G-E-L-O.

Speaker speaker_1: Last name?

Speaker speaker_2: Mack. M-A-C-K.

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

Speaker speaker_2: Uh, 51 Ridgewood- Ridgeway Terrace Drive, Apartment 9, Ridgeway, Virginia, 24148. Uh, 11/12/76.

Speaker speaker_1: Can you see we have your phone number as 276-666-7163?

Speaker speaker_2: Correct.

Speaker speaker_1: Let me get email. There's been no email filed. Would you like to add a email?

Speaker speaker_2: You said you, you need my email, you said?

Speaker speaker_1: No. There's no email on file. I was asking if you wanted to add a email.

Speaker speaker_2: Oh, if you want, that's fine, yeah.

Speaker speaker_1: What wants to be the email for you?

Speaker speaker_2: Uh, all lowercase, mackglobal100@yahoo.com.

Speaker speaker_1: Yeah. Right, so it looks like you already declined the auto enrollment. Is there anything else I can help you with today, Mr. Mack?

Speaker speaker_2: Oh, it was decline... Okay, I just... Uh, he, he told me that I was enrolled and I needed to call the number to, to, uh, correct it. That's why I was calling. But if I'm already, uh, have already declined it, then that's, that's okay.

Speaker speaker_1: All right. If there's nothing else, Mr. Mack, thanks for calling Benefits with Mercardo's. You have a great rest of the week.

Speaker speaker_2: All right. Thank you so much. Bye-bye.

Speaker speaker_1: No problem.