

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yeah, I'm sorry. I just got a call from you. I know. What was your name? Devante Jordan. Wh- How do you spell your first name? D-E-V-A-N-T-E. What's the name of the company you work for? Um, sorry. I believe it's B-BG, B-G Staffing? Yeah, BGSS. Mm-hmm. Yeah. For security purposes, can you verify your address and date of birth for me? Um, my address is 301 Memorial Drive, Southeast, Georgia 303112. I mean, 12. Sorry. And my date of birth is 07/31/1995. Thank you. All right. So we got your phone number at 226-7949? Yes. And the email is leojordan07@gmail.com? Yes. Thank you. All right. So yeah, looks like an outbound call was made for your enrollment form you submitted with BG Staffing. We just wanted to verify if you want to get enrolled into the coverage or not. You select the coverage, but then also selected to not participate. Um, I'm sorry, the coverage, was it for, like, health insurance? 'Cause I already have a, um, healthcare plan- Yes, sir. ... with Oscar. I mean, OSHA. Yes, sir. So you want, so you want to decline that health insurance? Um, yeah, yeah. Okay. All right. Well, that's all that we need in front of you, Mr. Jordan. I hope you have a great rest of your week. Okay. No problem, no problem. Thank you. No problem. Thank you. All right.

Conversation Format

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

Speaker speaker_1: Yeah, I'm sorry. I just got a call from you.

Speaker speaker_0: I know. What was your name?

Speaker speaker_1: Devante Jordan.

Speaker speaker_0: Wh- How do you spell your first name?

Speaker speaker_1: D-E-V-A-N-T-E.

Speaker speaker_0: What's the name of the company you work for?

Speaker speaker_1: Um, sorry. I believe it's B-

Speaker speaker_0: BG, B-G Staffing?

Speaker speaker_1: Yeah, BGSS.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah.

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

Speaker speaker_1: Um, my address is 301 Memorial Drive, Southeast, Georgia 30312. I mean, 12. Sorry. And my date of birth is 07/31/1995.

Speaker speaker_0: Thank you. All right. So we got your phone number at 226-7949?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is leojordan07@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. All right. So yeah, looks like an outbound call was made for your enrollment form you submitted with BG Staffing. We just wanted to verify if you want to get enrolled into the coverage or not. You select the coverage, but then also selected to not participate.

Speaker speaker_1: Um, I'm sorry, the coverage, was it for, like, health insurance? 'Cause I already have a, um, healthcare plan-

Speaker speaker_0: Yes, sir.

Speaker speaker_1: ... with Oscar. I mean, OSHA.

Speaker speaker_0: Yes, sir. So you want, so you want to decline that health insurance?

Speaker speaker_1: Um, yeah, yeah.

Speaker speaker_0: Okay. All right. Well, that's all that we need in front of you, Mr. Jordan. I hope you have a great rest of your week.

Speaker speaker_1: Okay. No problem, no problem. Thank you.

Speaker speaker_0: No problem. Thank you.

Speaker speaker_1: All right.