

## **Transcript: Malcolm**

**Nash-5884227324952576-4823310273298432**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, yes. I am an employee with Surge Staffing and I had a text message saying something about getting enrolled in MEC something benefits. So that's the health insurance offered through Surge. That's an automatic text going out congratulating you on the job and letting you know you have 30 days to either get enrolled or decline the coverage, or you'll be auto-enrolled into that MEC plan. Well, I want to decline. Okay. And what's the last four of your social? 2285. First name? Randy Strong. R-A-N-D-Y. All right, just for security purposes, can you verify your address and date of birth for me? 1100 White Hall Road, May 3rd, 1975. I need to see the state and zip code as well. 9625 Anderson, South Carolina. Thank you. So we got your phone number, 864-263-9129? Correct. And your email is tonetrenn035@gmail.com? Uh, that's what... I don't have... Well, that's one of them. I, I don't even know if it still works, but yeah. Okay. So I got that declined for you, Mr. Strong. Was there anything else I can help you with today? No, that'll be it. Thank you very much. No problem, Mr. Strong. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great day, man. All right. Thanks. No problem.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Uh, yes. I am an employee with Surge Staffing and I had a text message saying something about getting enrolled in MEC something benefits.

Speaker speaker\_1: So that's the health insurance offered through Surge. That's an automatic text going out congratulating you on the job and letting you know you have 30 days to either get enrolled or decline the coverage, or you'll be auto-enrolled into that MEC plan.

Speaker speaker\_2: Well, I want to decline.

Speaker speaker\_1: Okay. And what's the last four of your social?

Speaker speaker\_2: 2285.

Speaker speaker\_1: First name?

Speaker speaker\_2: Randy Strong. R-A-N-D-Y.

Speaker speaker\_1: All right, just for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 1100 White Hall Road, May 3rd, 1975.

Speaker speaker\_1: I need to see the state and zip code as well.

Speaker speaker\_2: 9625 Anderson, South Carolina.

Speaker speaker\_1: Thank you. So we got your phone number, 864-263-9129?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And your email is tonetrenn035@gmail.com?

Speaker speaker\_2: Uh, that's what... I don't have... Well, that's one of them. I, I don't even know if it still works, but yeah.

Speaker speaker\_1: Okay. So I got that declined for you, Mr. Strong. Was there anything else I can help you with today?

Speaker speaker\_2: No, that'll be it. Thank you very much.

Speaker speaker\_1: No problem, Mr. Strong. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great day, man.

Speaker speaker\_2: All right. Thanks.

Speaker speaker\_1: No problem.