

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the ... This is Malcolm. How can I help you? Yeah, I was trying to figure out what... I got a text message that said call this number or something about congrats on the job with, uh, Surge. Yeah, so it's a automatic text that goes out to new hires congratulating them on getting the job with Surge and letting them know that they have 30 days to either get enrolled into the health insurance or decline it or to be auto-enrolled into the MEC plan that Surge has to offer. All right. Right. Well, you want to decline the coverage or you want to get enrolled? Do you have any questions? Uh, I don't want... uh, I don't need no, uh, insurance. So you want to decline it? What's the last four of your social? 3770. You said 3770? Yes, sir. First name? Bradley. Last name is Pali, P-A-L-I. Yeah. For security purposes, can you verify your address and date of birth for me? Uh, 1995 Old Chipley Road, Lot F7, unless they got Lot F6 on there, and Pine Mountain, Georgia 31822. And your date of birth? 0105 1989. Thank you. So we got your phone number as 762-207-0886. 762-207-0886. Yeah. Yes, sir. And your email is palibradley7@gmail.com? Yes, sir. All right. I got that declined for you, Mr. Bradley. Was there anything else I can help you with today? No, sir. All right. If there's nothing else, thanks for calling Benefits in the.... I hope you have a great rest of your week, man. You too. See you.

Conversation Format

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

Speaker speaker_1: Yeah, I was trying to figure out what... I got a text message that said call this number or something about congrats on the job with, uh, Surge.

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

Speaker speaker_1: All right.

Speaker speaker_0: Right. Well, you want to decline the coverage or you want to get enrolled? Do you have any questions?

Speaker speaker_1: Uh, I don't want... uh, I don't need no, uh, insurance.

Speaker speaker_0: So you want to decline it? What's the last four of your social?

Speaker speaker_1: 3770.

Speaker speaker_0: You said 3770?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: First name?

Speaker speaker_1: Bradley. Last name is Pali, P-A-L-I.

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

Speaker speaker_1: Uh, 1995 Old Chipley Road, Lot F7, unless they got Lot F6 on there, and Pine Mountain, Georgia 31822.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 0105 1989.

Speaker speaker_0: Thank you. So we got your phone number as 762-207-0886.

Speaker speaker_1: 762-207-0886. Yeah. Yes, sir.

Speaker speaker_0: And your email is palibradley7@gmail.com?

Speaker speaker_1: Yes, sir.

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

Speaker speaker_1: No, sir.

Speaker speaker_0: All right. If there's nothing else, thanks for calling Benefits in the.... I hope you have a great rest of your week, man.

Speaker speaker_1: You too.

Speaker speaker_0: See you.