

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Um, yes, I was trying to see if I had insurance or if it kicked in yet? What staffing company do you work for? Uh, Surge Staffing. What's the last four of your social? 4026. First name? William. Last name? Dawson. D-A-W-S-O-N. Okay. For security purposes, can you verify your address and date of birth for me? 2315 Collins Drive, um, Station, Ohio 45365. Uh, date of birth January 14th. That's not the address that we have on file. Huh? That's not the address that we have on file. W- what you say I got, 11, 111 East Fifth Street? No, sir. If you wanna... You have to verify the address or verify what's your full social? Um, my full social is 27688 4026. Thank you. So we got a PO Box 411 Dayton, Ohio 45401. Yeah. No, it's a transfer. Sorry. Okay. So what's your new address? 2315 Collins Drive. Is that C-O-L-L-I-N-S? Uh, yes. And the city? Mm. Sidney, Ohio 45565. Can you say that? Uh, S-I-D-N-E-Y. And what was the zip code one more time? 45365. Do you... And your date of birth's 10/14/87? Uh, yes. And your email... Your phone number is 794-2147? Uh, correct. And your email is terryp877@gmail.com? Yes. Do you... So it doesn't look like you got enrolled in any plans yet. But they said if I don't call to tell y'all I don't want it, that I'm gonna automatically get it but is that true or that's not true? Yes, sir. Yes, sir. They auto-enroll you guys into the coverage. All right. So, so that means to me they, they didn't do it or something or I got to call them? So, if this hap- it's kind of not... It's not something you can kind of check in on. This is something that whenever... Surge will automatically deduct it if you don't... if they see that you never declined it. Oh, okay. Okay. So just kind of wait till they offer basically. Well, you can reach out to Surge and see. I'll call you back. All right. Well, uh, definitely appreciate you. This is my brother talking. No problem, Mr. Dawson. Is there anything else I can help you with today? Uh, no, sir. All right. If there's nothing else, this is Tom Benefits in the Car. I hope you have a great weekend, man. All right, Malcolm. Thank you too. Appreciate it. Thank you.

Conversation Format

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

Speaker speaker_1: Um, yes, I was trying to see if I had insurance or if it kicked in yet?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 4026.

Speaker speaker_0: First name?

Speaker speaker_1: William.

Speaker speaker_0: Last name?

Speaker speaker_1: Dawson. D-A-W-S-O-N.

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

Speaker speaker_1: 2315 Collins Drive, um, Station, Ohio 45365. Uh, date of birth January 14th.

Speaker speaker_0: That's not the address that we have on file.

Speaker speaker_1: Huh?

Speaker speaker_0: That's not the address that we have on file.

Speaker speaker_1: W- what you say I got, 11, 111 East Fifth Street?

Speaker speaker_0: No, sir. If you wanna... You have to verify the address or verify what's your full social?

Speaker speaker_1: Um, my full social is 27688 4026.

Speaker speaker_0: Thank you. So we got a PO Box 411 Dayton, Ohio 45401.

Speaker speaker_1: Yeah. No, it's a transfer. Sorry.

Speaker speaker_0: Okay. So what's your new address?

Speaker speaker_1: 2315 Collins Drive.

Speaker speaker_0: Is that C-O-L-L-I-N-S?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: And the city?

Speaker speaker_1: Mm. Sidney, Ohio 45565.

Speaker speaker_0: Can you say that?

Speaker speaker_1: Uh, S-I-D-N-E-Y.

Speaker speaker_0: And what was the zip code one more time?

Speaker speaker_1: 45365.

Speaker speaker_0: Do you... And your date of birth's 10/14/87?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: And your email... Your phone number is 794-2147?

Speaker speaker_1: Uh, correct.

Speaker speaker_0: And your email is terryp877@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Do you... So it doesn't look like you got enrolled in any plans yet.

Speaker speaker_1: But they said if I don't call to tell y'all I don't want it, that I'm gonna automatically get it but is that true or that's not true?

Speaker speaker_0: Yes, sir. Yes, sir. They auto-enroll you guys into the coverage.

Speaker speaker_1: All right. So, so that means to me they, they didn't do it or something or I got to call them?

Speaker speaker_0: So, if this hap- it's kind of not... It's not something you can kind of check in on. This is something that whenever... Surge will automatically deduct it if you don't... if they see that you never declined it.

Speaker speaker_1: Oh, okay. Okay. So just kind of wait till they offer basically.

Speaker speaker_0: Well, you can reach out to Surge and see.

Speaker speaker_1: I'll call you back. All right. Well, uh, definitely appreciate you. This is my brother talking.

Speaker speaker_0: No problem, Mr. Dawson. Is there anything else I can help you with today?

Speaker speaker_1: Uh, no, sir.

Speaker speaker_0: All right. If there's nothing else, this is Tom Benefits in the Car. I hope you have a great weekend, man.

Speaker speaker_1: All right, Malcolm. Thank you too.

Speaker speaker_0: Appreciate it. Thank you.