

## **Transcript: Malcolm**

**Nash-6078000674160640-6476559311486976**

### **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, good morning. Uh, I... I... I... I... I send a... a message, a... on my phone. I call you for... for more information. Are you calling for somebody else? A... repeat, call me again? Did you say you're calling from some... you're calling for someone else? Yeah. Yes. So how can I help you, sir? Oh, the truck. Where? Okay. You... you sent me a message. You send me a message on a... on my phone. What did the message say, sir? Okay. The message say... Okay. This... this message says, "Welcome to the Partners. Welcome." Say, "Welcome to the Partners Personnel. You have 30 days from your first paycheck to enroll in the benefits. Call BBIT." So that's a automatic text that lets you know that you're eligible to get enrolled into the health insurance offered through Partners Personnel. You have 30 days to do so. Okay. Hello? Hello? Hello? That's a automatic... That's a automatic text congratulating you on getting a job with Partners Personnel and letting you know you have 30 days to get enrolled into the health insurance if you wanted to. Hello. What did you say? That text message you received is a automatic text message from that brand new hires with Partners Personnel letting them know that you've got 30 days to be enrolled into the health insurance offered through Partners Personnel. What should I do now? We come to look for a job. So that's a text about getting a job, sir. You want to reach out to partners. I wouldn't be able to tell you about any jobs. I would be able to help you get enrolled into the health insurance if you wanted to get enrolled into the health insurance. Okay, okay. Let me talk to your boss. Okay, they're sending a message to him and they're telling him to call at this number. I just would like to know... He just would like to know what's going on because they're sending message to him to call at this number. Yes, sir. I was just letting you know that this text message is a automatic text message to let you know that you got 30 days to get enrolled into the health insurance offered through Partners Personnel. What insurance? Health insurance. Yes, sir. Oh, okay, okay. Yeah. Okay, now I see where you're coming from. Okay. Thank you. No problem. Y'all have a great day. Okay.

### **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, good morning. Uh, I... I... I... I... I send a... a message, a... on my phone. I call you for... for more information.

Speaker speaker\_1: Are you calling for somebody else?

Speaker speaker\_2: A... repeat, call me again?

Speaker speaker\_1: Did you say you're calling from some... you're calling for someone else?

Speaker speaker\_2: Yeah. Yes.

Speaker speaker\_1: So how can I help you, sir?

Speaker speaker\_3: Oh, the truck. Where?

Speaker speaker\_2: Okay. You... you sent me a message. You send me a message on a... on my phone.

Speaker speaker\_1: What did the message say, sir?

Speaker speaker\_2: Okay. The message say... Okay. This... this message says, "Welcome to the Partners. Welcome." Say, "Welcome to the Partners Personnel. You have 30 days from your first paycheck to enroll in the benefits. Call BBIT."

Speaker speaker\_1: So that's a automatic text that lets you know that you're eligible to get enrolled into the health insurance offered through Partners Personnel. You have 30 days to do so.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hello? Hello?

Speaker speaker\_1: That's a automatic... That's a automatic text congratulating you on getting a job with Partners Personnel and letting you know you have 30 days to get enrolled into the health insurance if you wanted to.

Speaker speaker\_3: Hello. What did you say?

Speaker speaker\_1: That text message you received is a automatic text message from that brand new hires with Partners Personnel letting them know that you've got 30 days to be enrolled into the health insurance offered through Partners Personnel.

Speaker speaker\_3: What should I do now? We come to look for a job.

Speaker speaker\_1: So that's a text about getting a job, sir. You want to reach out to partners. I wouldn't be able to tell you about any jobs. I would be able to help you get enrolled into the health insurance if you wanted to get enrolled into the health insurance.

Speaker speaker\_3: Okay, okay. Let me talk to your boss. Okay, they're sending a message to him and they're telling him to call at this number. I just would like to know... He just would like to know what's going on because they're sending message to him to call at this number.

Speaker speaker\_1: Yes, sir. I was just letting you know that this text message is a automatic text message to let you know that you got 30 days to get enrolled into the health insurance

offered through Partners Personnel.

Speaker speaker\_3: What insurance?

Speaker speaker\_1: Health insurance. Yes, sir.

Speaker speaker\_3: Oh, okay, okay. Yeah. Okay, now I see where you're coming from. Okay. Thank you.

Speaker speaker\_1: No problem. Y'all have a great day.

Speaker speaker\_3: Okay.