

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Uh, yes. Um, Malcolm, my name is Mingo Carter and I work through Surge Staffing in St. Mary's, Ohio. And when they did my referral paperwork through them, they gave me this number to call that, so I can opt out of the, of the healthcare insurance. Mm-hmm. So, that's what I'm wanting to do. Okay. What's the last four of your social? 9552... You say you work with Surge? Yes. Surge Staffing in St. Mary's, Ohio. First name? Mingo. M-I-N-G-O. Last name? Carter. C-A-R-T-E-R. All right. For security purposes, can you verify your address and date of birth for me? Address is 214 East High Street, Cridersville, Ohio 45806. And my date of birth is July 6th, 1968. Thank you. All right. I've got that declined for you, Mr. Carter. Was there anything else I can help you with today? Uh, yes. Uh, my wife, uh, sh- I got her right here. Um, she can talk to you if you need her to. Uh, but she, she got, uh, went through Surge on the same day and she's wantin' to opt out of her be- out of those benefits also. Okay. We can take care of it. So... Okay, uh, hold on. I'll hand... Uh, she's coming right over here to talk to you. All right. What's the last four? The last four of her social? Yes, sir. I'm, I'm gonna need her to tell me. Okay. Uh, 2680. First name? April. Last name? Phipps. P-H-I-P-P-S. All right. For security purposes, can you be- verify your address and date of birth for me? 214 East High Street, uh, Cridersville, Ohio 45806. Date of birth is February 1st, 1989. Thank you. All right. I got that declined for you, Ms. Phipps. Was there anything else I can help you with today? Not that I am aware of. Okay. Well, did your husband need anything else? Nope, I'm good. Oh, okay, nothing else- That's all we needed. We just wanted to call, we just wanted to call to get that insurance benefits declined. Thank you very much. No problem. Thanks for calling Benefits in the Car. I do hope y'all have a great rest of y'all week. Thanks. You too. All right. Take care.

Conversation Format

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

Speaker speaker_1: Uh, yes. Um, Malcolm, my name is Mingo Carter and I work through Surge Staffing in St. Mary's, Ohio. And when they did my referral paperwork through them, they gave me this number to call that, so I can opt out of the, of the healthcare insurance.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So, that's what I'm wanting to do.

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

Speaker speaker_1: 9552...

Speaker speaker_0: You say you work with Surge?

Speaker speaker_1: Yes. Surge Staffing in St. Mary's, Ohio.

Speaker speaker_0: First name?

Speaker speaker_1: Mingo. M-I-N-G-O.

Speaker speaker_0: Last name?

Speaker speaker_1: Carter. C-A-R-T-E-R.

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

Speaker speaker_1: Address is 214 East High Street, Cridersville, Ohio 45806. And my date of birth is July 6th, 1968.

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

Speaker speaker_1: Uh, yes. Uh, my wife, uh, sh- I got her right here. Um, she can talk to you if you need her to. Uh, but she, she got, uh, went through Surge on the same day and she's wantin' to opt out of her be- out of those benefits also.

Speaker speaker_0: Okay. We can take care of it.

Speaker speaker_1: So... Okay, uh, hold on. I'll hand... Uh, she's coming right over here to talk to you.

Speaker speaker_0: All right. What's the last four?

Speaker speaker_1: The last four of her social?

Speaker speaker_0: Yes, sir. I'm, I'm gonna need her to tell me.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, 2680.

Speaker speaker_0: First name?

Speaker speaker_2: April.

Speaker speaker_0: Last name?

Speaker speaker_2: Phipps. P-H-I-P-P-S.

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

Speaker speaker_2: 214 East High Street, uh, Cridersville, Ohio 45806. Date of birth is February 1st, 1989.

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

Speaker speaker_2: Not that I am aware of.

Speaker speaker_0: Okay. Well, did your husband need anything else?

Speaker speaker_1: Nope, I'm good.

Speaker speaker_0: Oh, okay, nothing else-

Speaker speaker_1: That's all we needed. We just wanted to call, we just wanted to call to get that insurance benefits declined. Thank you very much.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. I do hope y'all have a great rest of y'all week.

Speaker speaker_1: Thanks. You too.

Speaker speaker_2: All right.

Speaker speaker_0: Take care.