

Transcript: Malcolm

Nash-6277127058407424-5805473891008512

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Yes, I got a message and it said I would be, um, automatically enrolled and I don't want that. What staffing company? Yes. What staffing company, ma'am? Surge. Okay. What's the last four of your social? Um, 28280- 8790. First name? Tonya. Did you say Sh- Tonya? Yes. T-O-N-Y-A. Last name? Egan. E-G-A-N. Oh. For security purposes, can you verify your address and date of birth for me? Um, my birthday is May 22nd, 1982. And I live at 1347 Autumn Ridge Drive, Lebanon, Ohio 45036. Yeah. So it looks like you already declined the auto enrollment. Mm-hmm. If you were to see that text messages, just the automatic texts going out to the aut-all the new hires. Oh, okay. Yeah, I didn't understand why I got it because I know when I first started Surge, I, I thought I called this number then I got it recently and I thought, "Oh God, I'll just call it again." Yes, ma'am. You ready... You already declined it. Is there anything else that I can help you with today? Nope, that'll be it. All right. Well, you have a great rest of your week, Miss Tonya. Thank you, you too. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Yes, I got a message and it said I would be, um, automatically enrolled and I don't want that.

Speaker speaker_0: What staffing company?

Speaker speaker_1: Yes.

Speaker speaker_0: What staffing company, ma'am?

Speaker speaker_1: Surge.

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

Speaker speaker_1: Um, 28280- 8790.

Speaker speaker_0: First name?

Speaker speaker_1: Tonya.

Speaker speaker_0: Did you say Sh- Tonya?

Speaker speaker_1: Yes. T-O-N-Y-A.

Speaker speaker_0: Last name?

Speaker speaker_1: Egan. E-G-A-N.

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

Speaker speaker_1: Um, my birthday is May 22nd, 1982. And I live at 1347 Autumn Ridge Drive, Lebanon, Ohio 45036.

Speaker speaker_0: Yeah. So it looks like you already declined the auto enrollment.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: If you were to see that text messages, just the automatic texts going out to the aut- all the new hires.

Speaker speaker_1: Oh, okay. Yeah, I didn't understand why I got it because I know when I first started Surge, I, I thought I called this number then I got it recently and I thought, "Oh God, I'll just call it again."

Speaker speaker_0: Yes, ma'am. You ready... You already declined it. Is there anything else that I can help you with today?

Speaker speaker_1: Nope, that'll be it.

Speaker speaker_0: All right. Well, you have a great rest of your week, Miss Tonya.

Speaker speaker_1: Thank you, you too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye.