

Transcript: Malcolm

Nash-6431357434904576-5645302116958208

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? I, I just started working, uh, a job through Surge a week and a half ago, uh, Surge Staffing. And they said I would have to call this if I don't want insurance. All right. What's the last four of your Social? And I don't... 4264. What were you, what were you going to say? I didn't mean to cut you off. I, I thought I- I was just... No, I was just going to say I don't need the insurance 'cause I'm on my w- wife's insurance through her, her work, so... Okay. What's your first name? Bobby. You're a brand new hire? Um, I started on the 12th. So it doesn't look like they got you in the system yet. I'm going to have to add you in the system. What's your full Social? 284704264. Just to confirm, you said 284704264? Yeah, you cut out on the first part. Did you say 284? Yes, sir. Actually, I did have you at 50. Oh, okay. For some reason it didn't show up in Search. Oh. Okay. You said the last four 4262? Uh, it is... The last four is 4264. Ah, okay. So I typed your... I, I typed the last four in wrong. All right. Oh, okay. So can you, can you verify the address and date of birth for me? Address is 1124 Colonial Avenue, Marion, Ohio 43302. Date of birth is 12-28-67. Yeah. So we got your phone number at 740-262-6875? Correct. The email is bobbyrdunnjr19@gmail.com? Yes. Yeah. All right. I got that decline for you, Mr. Dunn. Was there anything else I could help you with today? Nope. Um, so it hasn't started coming out yet and I can definitely throw this number away, I don't have to worry about it coming out now? Yes, sir. Sounds good. Nope, that'd be it. Right. There's nothing else, Mr. Dunn. Thanks for calling Benefits in the Card. I hope you have a great weekend, man. You too. Thank you. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: I, I just started working, uh, a job through Surge a week and a half ago, uh, Surge Staffing. And they said I would have to call this if I don't want insurance.

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

Speaker speaker_1: And I don't... 4264.

Speaker speaker_0: What were you, what were you going to say? I didn't mean to cut you off. I, I thought I-

Speaker speaker_1: I was just... No, I was just going to say I don't need the insurance 'cause I'm on my w- wife's insurance through her, her work, so...

Speaker speaker_0: Okay. What's your first name?

Speaker speaker_1: Bobby.

Speaker speaker_0: You're a brand new hire?

Speaker speaker_1: Um, I started on the 12th.

Speaker speaker_0: So it doesn't look like they got you in the system yet. I'm going to have to add you in the system. What's your full Social?

Speaker speaker_1: 284704264.

Speaker speaker_0: Just to confirm, you said 284704264?

Speaker speaker_1: Yeah, you cut out on the first part. Did you say 284?

Speaker speaker_0: Yes, sir. Actually, I did have you at 50.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: For some reason it didn't show up in Search.

Speaker speaker_1: Oh. Okay.

Speaker speaker_0: You said the last four 4262?

Speaker speaker_1: Uh, it is... The last four is 4264.

Speaker speaker_0: Ah, okay. So I typed your... I, I typed the last four in wrong. All right.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So can you, can you verify the address and date of birth for me?

Speaker speaker_1: Address is 1124 Colonial Avenue, Marion, Ohio 43302. Date of birth is 12-28-67.

Speaker speaker_0: Yeah. So we got your phone number at 740-262-6875?

Speaker speaker_1: Correct.

Speaker speaker_0: The email is bobbyrdunnjr19@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah. All right. I got that decline for you, Mr. Dunn. Was there anything else I could help you with today?

Speaker speaker_1: Nope. Um, so it hasn't started coming out yet and I can definitely throw this number away, I don't have to worry about it coming out now?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Sounds good. Nope, that'd be it.

Speaker speaker_0: Right. There's nothing else, Mr. Dunn. Thanks for calling Benefits in the Card. I hope you have a great weekend, man.

Speaker speaker_1: You too. Thank you. Bye-bye.

Speaker speaker_0: Thank you. Bye.