

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cartage. This is Malcolm. How can I help you? Uh, this is Paulette Chance. I was calling about Megaforce, I mean, Megaforce, about the open enrollment. Mm-hmm. You want, you want to get enrolled? Uh, no. I only work three hours a, a week, I mean a month. No, three hours a day. Uh, is, is this for- Health insurance opportunities- ... benefits, or what? It is for health insurance offered through Megaforce. Oh. We, I don't have me, uh, medical insurance, so I don't, I don't need that. Let me see. Do you want to decline the coverage? Yes. All right. What's the last four of your social? 4613. First name? Paulette. Last name? Chance. For security purposes, can you verify your address and date of birth for me? 203 Cedar Grove School Road, Lilton, North Carolina 27546. Birthdate, 5-8-1950. 1950? Yeah. Can you verify with your full social? 239-88-4613. So, you didn't have a 5-8-1958, so it was 1950? Yes. Okay. Let me get that fixed for you. All right. I got that declined for you, Ms. Chance. Was there anything else I could help you with today? No, that's all. Thank you. No problem. Thanks for calling Benefits in a Cart. I hope you have a great rest of your week. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Cartage. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, this is Paulette Chance. I was calling about Megaforce, I mean, Megaforce, about the open enrollment.

Speaker speaker_1: Mm-hmm. You want, you want to get enrolled?

Speaker speaker_2: Uh, no. I only work three hours a, a week, I mean a month. No, three hours a day. Uh, is, is this for-

Speaker speaker_1: Health insurance opportunities-

Speaker speaker_2: ... benefits, or what?

Speaker speaker_1: It is for health insurance offered through Megaforce.

Speaker speaker_2: Oh. We, I don't have me, uh, medical insurance, so I don't, I don't need that.

Speaker speaker_1: Let me see. Do you want to decline the coverage?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. What's the last four of your social?

Speaker speaker_2: 4613.

Speaker speaker_1: First name?

Speaker speaker_2: Paulette.

Speaker speaker_1: Last name?

Speaker speaker_2: Chance.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 203 Cedar Grove School Road, Lilton, North Carolina 27546. Birthdate, 5-8-1950.

Speaker speaker_1: 1950?

Speaker speaker_2: Yeah.

Speaker speaker_1: Can you verify with your full social?

Speaker speaker_2: 239-88-4613.

Speaker speaker_1: So, you didn't have a 5-8-1958, so it was 1950?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Let me get that fixed for you. All right. I got that declined for you, Ms. Chance. Was there anything else I could help you with today?

Speaker speaker_2: No, that's all. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Cart. I hope you have a great rest of your week.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye.