

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Pennsylvanian Benefits and Unions card. This is Malcolm. How can I help you? Um, yeah. Someone had called me earlier, and I was returning a call. Did they leave you a voicemail? Uh, no. They had called. My lady actually answered the phone. It was a lady. What's the I- what's... Actually, how do you work for us? Excuse me? What staffing company do you work for? I don't work for any staffing company. Hmm. It could be for a job that I just filled out for. What- But it's not working. What staffing company was it? Uh, DGS, I believe. Yes, so, so it might have been... It had something to do with your enrollment form. Oh, all right. Maybe it... What's the last four of your Social? 4606. First name? Al Saleem. Last name? Levenson. Okay. For security purposes, can you verify your address and date of birth for me? 177 North Walnut, birthday 4/38. Thank you. So we just calling to verify if you wanted to get enrolled into the coverage or not. You had selected coverage. You mean, you also selected to decline it? Oh, no, I declined it. I'm cool. All right. That's all we needed, Mr. Levenson. All right. Thank you. No problem. You have a great rest of your week, man.

Conversation Format

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

Speaker speaker_1: Pennsylvanian Benefits and Unions card. This is Malcolm. How can I help you?

Speaker speaker_2: Um, yeah. Someone had called me earlier, and I was returning a call.

Speaker speaker_1: Did they leave you a voicemail?

Speaker speaker_2: Uh, no. They had called. My lady actually answered the phone. It was a lady.

Speaker speaker_1: What's the I- what's... Actually, how do you work for us?

Speaker speaker_2: Excuse me?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: I don't work for any staffing company.

Speaker speaker_1: Hmm.

Speaker speaker_2: It could be for a job that I just filled out for.

Speaker speaker_1: What-

Speaker speaker_2: But it's not working.

Speaker speaker_1: What staffing company was it?

Speaker speaker_2: Uh, DGS, I believe.

Speaker speaker_1: Yes, so, so it might have been... It had something to do with your enrollment form.

Speaker speaker_2: Oh, all right.

Speaker speaker_1: Maybe it... What's the last four of your Social?

Speaker speaker_2: 4606.

Speaker speaker_1: First name?

Speaker speaker_2: Al Saleem.

Speaker speaker_1: Last name?

Speaker speaker_2: Leverson.

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

Speaker speaker_2: 177 North Walnut, birthday 4/38.

Speaker speaker_1: Thank you. So we just calling to verify if you wanted to get enrolled into the coverage or not. You had selected coverage. You mean, you also selected to decline it?

Speaker speaker_2: Oh, no, I declined it. I'm cool.

Speaker speaker_1: All right. That's all we needed, Mr. Leverson.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: No problem. You have a great rest of your week, man.