

## Transcript: Malcolm

**Nash-6473267067404288-5462409101099008**

### Full Transcript

Thanks for calling Benefits on the Card. This is Malcolm. How can I help you? Yeah, this is Shabani. This is ... Shabani ... call you guys because I received a message from, uh, from WSI. So they, they sent me the message and then they say, like, to call you guys. What staffing company do you work for? You said what? What staffing company do you work for? WSI. So what's your Social? Oh, just give me a second, sir. Can you hear me, sir? Yes, sir. I, I, it is 9419. First name? Msasiri. How you spell that? Yeah. It is M-S-I-S-A-R-A. You said M-S-I- F. F as in Frank? Yeah. I like- Frank? ... I, I like iPhone. Mm-hmm. R like run. Mm-hmm. I like iPhone again. You said the last four is 9419? Yeah. 9419. Yeah. Are you a brand new hire? You said what? Are you a brand new hire? Yeah. Right. So am I adding... I'm going to have to add you in the system. Were you wanting to get enrolled into the coverage? Sorry? I said I'm going to have to add you into the system. Were you wanting to get enrolled into the coverage? Mm-hmm. So you work for WorkSmart, correct? Yeah. Right. What's your full Social? It is 664-13-9491. No. Sorry, sir. Sorry, sir. It is 664-13-9419. Okay. You say your first name is M-S-I-F-I-R-I? Yeah. That's, like, uh, that's my first name on Social Security. That's my, that's, that, that's my last name. My, my, my first name on my card, that one, like, is my first name. So my first name is Shabani ... But on my card- Mm-hmm. Yeah. But on my card, on Rapid card, it is Msasiri Shabani. But on my Social- So which one do I, should I add in the system? So I think it's about, um, benefits. Yes. So health insurance. Yeah. So which, uh, which name should I use as your first name? Shab... My first name is Shabani Msasiri. My first name is- How do you spell that? S-H-A-B-A-N-I. You said S-H-A- B-A-N-I. S-H-A-B-A-N-I? Yeah. And the last name is S... I mean, M-S-I-F-I-R-I? Yeah. Right. And your address? The address? It is 4795 Stauffer Avenue, Grand Rapids. How do you spell that? What's that, Stauffer? You said 4795. Mm-hmm. And how you spell the street name? S-T-R-U-F-F-E-R-A-Z-E. You said S-T-R-U-F-F-E-R-A-Z-E? Yeah. And was that street, avenue- Grand Rapids. Say that one more time. It is Stauffer Avenue, Grand Rapids. Grand Rapids? Mm-hmm. State? Michigan. Zip code? 49508. Date of birth? January 1, 2003. You said January 1, 2003? Yeah. The email. The email address it is, like, shabanimasafiri2003@gmail.com. So first name, last name. Mm-hmm, and then 2003@gmail.com. And your phone number. 616-666-8190. You said 616-866-8190? Nope. It is 616-666-8190. You said 616-866-8190? Nope. That's not my, that's not my correct number. I have the U on there now. Oh, 666. Okay, 616-666-90. Nope. It is 616-666-8190. Yes, sir? Yeah. All right. What type of coverage were you wanting to get enrolled into? Or were you wanting to decline the coverage? Yeah. That's, that is. You want to decline the coverage? Yeah, because, like, I saw the message on, on this morning. So they tell you, they told me, like, call you guys. I don't know, like, what's going on, but I think it's, like, yeah, it's for coverage. Right. I got that declined for you. Is there anything else I can help you with today,

M- Mr. Shabani? No, sir. That's it. All right. If there's nothing else, thanks for calling Benefits on the Card. I hope you have a great rest of your week. You too. Thank you.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits on the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Yeah, this is Shabani. This is ... Shabani ... call you guys because I received a message from, uh, from WSI. So they, they sent me the message and then they say, like, to call you guys.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: You said what?

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: WSI.

Speaker speaker\_0: So what's your Social?

Speaker speaker\_1: Oh, just give me a second, sir. Can you hear me, sir?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: I, I, it is 9419.

Speaker speaker\_0: First name?

Speaker speaker\_1: Msasiri.

Speaker speaker\_0: How you spell that?

Speaker speaker\_1: Yeah. It is M-S-I-S-A-R-A.

Speaker speaker\_0: You said M-S-I-

Speaker speaker\_1: F.

Speaker speaker\_0: F as in Frank?

Speaker speaker\_1: Yeah. I like-

Speaker speaker\_0: Frank?

Speaker speaker\_1: ... I, I like iPhone.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: R like run.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I like iPhone again.

Speaker speaker\_0: You said the last four is 9419?

Speaker speaker\_1: Yeah. 9419. Yeah.

Speaker speaker\_0: Are you a brand new hire?

Speaker speaker\_1: You said what?

Speaker speaker\_0: Are you a brand new hire?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Right. So am I adding... I'm going to have to add you in the system. Were you wanting to get enrolled into the coverage?

Speaker speaker\_1: Sorry?

Speaker speaker\_0: I said I'm going to have to add you into the system. Were you wanting to get enrolled into the coverage?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So you work for WorkSmart, correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Right. What's your full Social?

Speaker speaker\_1: It is 664-13-9491. No. Sorry, sir. Sorry, sir. It is 664-13-9419.

Speaker speaker\_0: Okay. You say your first name is M-S-I-F-I-R-I?

Speaker speaker\_1: Yeah. That's, like, uh, that's my first name on Social Security. That's my, that's, that, that's my last name. My, my, my first name on my card, that one, like, is my first name. So my first name is Shabani ... But on my card-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Yeah. But on my card, on Rapid card, it is Msasiri Shabani. But on my Social-

Speaker speaker\_0: So which one do I, should I add in the system?

Speaker speaker\_1: So I think it's about, um, benefits.

Speaker speaker\_0: Yes. So health insurance.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So which, uh, which name should I use as your first name?

Speaker speaker\_1: Shab... My first name is Shabani Msasiri. My first name is-

Speaker speaker\_0: How do you spell that?

Speaker speaker\_1: S-H-A-B-A-N-I.

Speaker speaker\_0: You said S-H-A-

Speaker speaker\_1: B-A-N-I.

Speaker speaker\_0: S-H-A-B-A-N-I?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And the last name is S... I mean, M-S-I-F-I-R-I?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Right. And your address?

Speaker speaker\_1: The address? It is 4795 Stauffer Avenue, Grand Rapids.

Speaker speaker\_0: How do you spell that?

Speaker speaker\_1: What's that, Stauffer?

Speaker speaker\_0: You said 4795.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And how you spell the street name?

Speaker speaker\_1: S-T-R-U-F-F-E-R-A-Z-E.

Speaker speaker\_0: You said S-T-R-U-F-F-E-R-A-Z-E?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And was that street, avenue-

Speaker speaker\_1: Grand Rapids.

Speaker speaker\_0: Say that one more time.

Speaker speaker\_1: It is Stauffer Avenue, Grand Rapids.

Speaker speaker\_0: Grand Rapids?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: State?

Speaker speaker\_1: Michigan.

Speaker speaker\_0: Zip code?

Speaker speaker\_1: 49508.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: January 1, 2003.

Speaker speaker\_0: You said January 1, 2003?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: The email.

Speaker speaker\_1: The email address it is, like, shabanimasafiri2003@gmail.com.

Speaker speaker\_0: So first name, last name.

Speaker speaker\_1: Mm-hmm, and then 2003@gmail.com.

Speaker speaker\_0: And your phone number.

Speaker speaker\_1: 616-666-8190.

Speaker speaker\_0: You said 616-866-8190?

Speaker speaker\_1: Nope. It is 616-666-8190.

Speaker speaker\_0: You said 616-866-8190?

Speaker speaker\_1: Nope. That's not my, that's not my correct number. I have the U on there now.

Speaker speaker\_0: Oh, 666. Okay, 616-666-90.

Speaker speaker\_1: Nope. It is 616-666-8190.

Speaker speaker\_0: Yes, sir?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. What type of coverage were you wanting to get enrolled into? Or were you wanting to decline the coverage?

Speaker speaker\_1: Yeah. That's, that is.

Speaker speaker\_0: You want to decline the coverage?

Speaker speaker\_1: Yeah, because, like, I saw the message on, on this morning. So they tell you, they told me, like, call you guys. I don't know, like, what's going on, but I think it's, like, yeah, it's for coverage.

Speaker speaker\_0: Right. I got that declined for you. Is there anything else I can help you with today, M- Mr. Shabani?

Speaker speaker\_1: No, sir. That's it.

Speaker speaker\_0: All right. If there's nothing else, thanks for calling Benefits on the Card. I hope you have a great rest of your week.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.