

Transcript: Malcolm

Nash-6688708969676800-6405406752817152

Full Transcript

... medical insurance. Thanks for calling Benefits in a Jar. This is Malcolm. How can I help you? That's, that's your surge. So your- Uh, uh, yeah. Um, I'm Joseph Hedges. Um, I want to come decline my- So you did your onboarding for surge? I did my own board- boarding for surge. And you want to decline the medical coverage. And I'm going to decline the medical coverage. All right. What's the last four of your social? 4214. First name? Joseph. Last name? Hedges. All right. Just for security purposes, can you verify your address and date of birth for me? Um, 42670, uh, 3928 New York Drive in Ohio. Yeah. All right, I got that decline for you, Mr. Joseph. Was there anything else I can help you with today? No, he declined. Uh, no. Yeah, he got a decline. No, that's it. Thank you. No problem. Thanks for calling Benefits in a Jar. Hope you have a great rest of your week. All right, you too. Thank you.

Conversation Format

Speaker speaker_0: ... medical insurance.

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

Speaker speaker_0: That's, that's your surge. So your-

Speaker speaker_2: Uh, uh, yeah. Um, I'm Joseph Hedges. Um, I want to come decline my-

Speaker speaker_0: So you did your onboarding for surge?

Speaker speaker_2: I did my own board- boarding for surge.

Speaker speaker_0: And you want to decline the medical coverage.

Speaker speaker_2: And I'm going to decline the medical coverage.

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

Speaker speaker_2: 4214.

Speaker speaker_1: First name?

Speaker speaker_2: Joseph.

Speaker speaker_1: Last name?

Speaker speaker_2: Hedges.

Speaker speaker_1: All right. Just for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Um, 42670, uh, 3928 New York Drive in Ohio.

Speaker speaker_1: Yeah. All right, I got that decline for you, Mr. Joseph. Was there anything else I can help you with today?

Speaker speaker_0: No, he declined.

Speaker speaker_2: Uh, no. Yeah, he got a decline. No, that's it. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Jar. Hope you have a great rest of your week.

Speaker speaker_2: All right, you too.

Speaker speaker_1: Thank you.