

## **Transcript: Malcolm**

**Nash-6753843308085248-6376388294557696**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the card. This is Malcom. How can I help you? Yeah, how you doing? I was just calling, uh, to make sure that I don't got the health insurance, uh, I don't want. Please? What, what staffing company do you work for? Partners Personnel. The last four of your Social? 6652. First name? Marco. Last name, Esquivel. Uh, for security purposes, can you verify your address and date of birth for me? Yes, sir. Address is 10893 West Locust Lane, Avondale, Arizona 53203. Date of birth is 01/08/85. Thank you, sir. Thank you. So we got your phone number at 480-388-4089? Yes, sir. We got email that's marcmerryville@gmail.com? Yes, sir. Okay. Yeah, it doesn't look like you got enrolled in anything. Okay. Okay? So we'll just need you to- I mean, I won't get enrolled, right? No, sir. Okay. Okay. Yeah, I just wanted to make sure, because I have, uh, insurance right now and I just didn't want, you know, unnecessary money to come out of paycheck, man. I appreciate your time, brother. No problem, Mr. Marco. Was there anything else I could help you with today? No. No, sir, man. I really appreciate you, man. God bless you and merry Christmas. You too, man. Thank you. Yes, sir.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... benefits in the card. This is Malcom. How can I help you?

Speaker speaker\_2: Yeah, how you doing? I was just calling, uh, to make sure that I don't got the health insurance, uh, I don't want. Please?

Speaker speaker\_1: What, what staffing company do you work for?

Speaker speaker\_2: Partners Personnel.

Speaker speaker\_1: The last four of your Social?

Speaker speaker\_2: 6652.

Speaker speaker\_1: First name?

Speaker speaker\_2: Marco. Last name, Esquivel.

Speaker speaker\_1: Uh, for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yes, sir. Address is 10893 West Locust Lane, Avondale, Arizona 53203. Date of birth is 01/08/85. Thank you, sir.

Speaker speaker\_1: Thank you. So we got your phone number at 480-388-4089?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: We got email that's marcmerryville@gmail.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. Yeah, it doesn't look like you got enrolled in anything.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay? So we'll just need you to-

Speaker speaker\_2: I mean, I won't get enrolled, right?

Speaker speaker\_1: No, sir. Okay.

Speaker speaker\_2: Okay. Yeah, I just wanted to make sure, because I have, uh, insurance right now and I just didn't want, you know, unnecessary money to come out of paycheck, man. I appreciate your time, brother.

Speaker speaker\_1: No problem, Mr. Marco. Was there anything else I could help you with today?

Speaker speaker\_2: No. No, sir, man. I really appreciate you, man. God bless you and merry Christmas.

Speaker speaker\_1: You too, man. Thank you.

Speaker speaker\_2: Yes, sir.