

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yes, sir. Uh, uh, I got a notification, um, to my phone said that I would be enrolled in MEC, T-O-R-S, uh, through my temp agency. I was trying to see what was that 'cause I don't remember applying for it. What staffing company do you work for? Serge. So that's the automatic text going out to new hires congratulating 'em on his job with Serge and letting 'em know they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the MEC plan that they have to offer. Okay. Is this some type of insurance or something? Yes, sir. Okay, okay. How... Can I opt out of it now? Yes, sir. You want me to decline it for you? Yes, sir. All right. What's the last four of your social? It's 9344. First name? Marico, M-A-R-I-C-O. Last name? Warren, W-A-R-R-E-N. For security purposes, can you verify your address and date of birth for me? Yes, sir. It's 6225 Ashton Road, Apartment One, and date of birth is 08/13/1993. Can you see if we got your phone number, 901-480-1238? Yes, sir. And your email is warrenmarico@gmail.com? Yes, that's correct. Thank you. All right. I got that declined for you, Mr. Warren. Was there anything else I could help you with today? Uh, no, sir. That'll be all. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your day. Uh, you too. Thank you. All right.

Conversation Format

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

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

Speaker speaker_2: Yes, sir. Uh, uh, I got a notification, um, to my phone said that I would be enrolled in MEC, T-O-R-S, uh, through my temp agency. I was trying to see what was that 'cause I don't remember applying for it.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Serge.

Speaker speaker_1: So that's the automatic text going out to new hires congratulating 'em on his job with Serge and letting 'em know they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the MEC plan that they have to offer.

Speaker speaker_2: Okay. Is this some type of insurance or something?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, okay. How... Can I opt out of it now?

Speaker speaker_1: Yes, sir. You want me to decline it for you?

Speaker speaker_2: Yes, sir.

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

Speaker speaker_2: It's 9344.

Speaker speaker_1: First name?

Speaker speaker_2: Marico, M-A-R-I-C-O.

Speaker speaker_1: Last name?

Speaker speaker_2: Warren, W-A-R-R-E-N.

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

Speaker speaker_2: Yes, sir. It's 6225 Ashton Road, Apartment One, and date of birth is 08/13/1993.

Speaker speaker_1: Can you see if we got your phone number, 901-480-1238?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And your email is warrenmarico@gmail.com?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: Thank you. All right. I got that declined for you, Mr. Warren. Was there anything else I could help you with today?

Speaker speaker_2: Uh, no, sir. That'll be all. Thank you.

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

Speaker speaker_2: Uh, you too.

Speaker speaker_1: Thank you.

Speaker speaker_2: All right.