

Transcript: Malcolm

Nash-4540816881565696-6437747237011456

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? Um, yeah. I was... I got a text message. I work for Crown. It's saying, um, about my benefits. What did the text message say, ma'am? Um, it said that I'll be opted in to benefits if I don't call y'all, so I was wondering what kind of benefits we were talking about. Health insurance offered through Crown. Okay, yeah. Let's opt out of that. Right. What's the last four of your Social? 0650- First name? Linda. And last name? Torrence. And for security purposes, can you verify your address and date of birth for me? My address is 17911 Mobile Road, Smith's Grove, Kentucky 42171, and my birthday is 09-17-1985. Thank you. So I got your phone number at 270-777-6142? Yep. And the email is echsjojo@yahoo.com? Yep. Thank you. All right, I got that declined for you, Miss Linda. Was there anything else I can help you with today? That was it. Thank you so much. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your day.

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: Um, yeah. I was... I got a text message. I work for Crown. It's saying, um, about my benefits.

Speaker speaker_1: What did the text message say, ma'am?

Speaker speaker_2: Um, it said that I'll be opted in to benefits if I don't call y'all, so I was wondering what kind of benefits we were talking about.

Speaker speaker_1: Health insurance offered through Crown.

Speaker speaker_2: Okay, yeah. Let's opt out of that.

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

Speaker speaker_2: 0650-

Speaker speaker_1: First name?

Speaker speaker_2: Linda.

Speaker speaker_1: And last name?

Speaker speaker_2: Torrence.

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

Speaker speaker_2: My address is 17911 Mobile Road, Smith's Grove, Kentucky 42171, and my birthday is 09-17-1985.

Speaker speaker_1: Thank you. So I got your phone number at 270-777-6142?

Speaker speaker_2: Yep.

Speaker speaker_1: And the email is echsjojo@yahoo.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. All right, I got that declined for you, Miss Linda. Was there anything else I can help you with today?

Speaker speaker_2: That was it. Thank you so much.

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