

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yes, I just received this text from WorkSmart, but, um, I already opted for the insurance already. I was wondering why I, um, received a text with a link. Well, it's just an automatic text to all the new hires congratulating them on a job and letting 'em know- Oh, okay. All right. ... do they have, I mean, is they either get enrolled or decline the coverage. All right. Is it showing that I... Is it a way you can pull up to see if I declined it for sure? Yes, sir. Give me one moment. You say WorkSmart? Yes. What's the last four of your social? 5510. You said 5510? That's correct. First name? Sherron, S-H-E-R-R-O-N. Last name? Thompson. And for security purposes, can you verify your address and date of birth for me? Um, my address, uh... I think it's Ridge Road. Let me see. Uh, 12... Oh, I think it's 155 Ridge Road, Apartment 1202, Greenville, South Carolina. And date of birth? Tonight. Uh, 5/25/1977. Thank you. So we got your phone number, 864-846... Yeah, that's correct. And your email is thompson.sherron@yahoo.com? That's also correct. Thank you. All right. Yeah, so it looks like you already declined it. Okay. All right. Thank you. No problem, Mr. Thompson. You have a great weekend now. Thanks for calling Benefits in the Car. You as well. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, I just received this text from WorkSmart, but, um, I already opted for the insurance already. I was wondering why I, um, received a text with a link.

Speaker speaker_0: Well, it's just an automatic text to all the new hires congratulating them on a job and letting 'em know-

Speaker speaker_1: Oh, okay. All right.

Speaker speaker_0: ... do they have, I mean, is they either get enrolled or decline the coverage.

Speaker speaker_1: All right. Is it showing that I... Is it a way you can pull up to see if I declined it for sure?

Speaker speaker_0: Yes, sir. Give me one moment. You say WorkSmart?

Speaker speaker_1: Yes.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 5510.

Speaker speaker_0: You said 5510?

Speaker speaker_1: That's correct.

Speaker speaker_0: First name?

Speaker speaker_1: Sherron, S-H-E-R-R-O-N.

Speaker speaker_0: Last name?

Speaker speaker_1: Thompson.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Um, my address, uh... I think it's Ridge Road. Let me see. Uh, 12... Oh, I think it's 155 Ridge Road, Apartment 1202, Greenville, South Carolina.

Speaker speaker_0: And date of birth?

Speaker speaker_1: Tonight. Uh, 5/25/1977.

Speaker speaker_0: Thank you. So we got your phone number, 864-846...

Speaker speaker_1: Yeah, that's correct.

Speaker speaker_0: And your email is thompson.sherron@yahoo.com?

Speaker speaker_1: That's also correct.

Speaker speaker_0: Thank you. All right. Yeah, so it looks like you already declined it.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: No problem, Mr. Thompson. You have a great weekend now. Thanks for calling Benefits in the Car.

Speaker speaker_1: You as well. Thank you. Bye.