Transcript: Malcolm Nash-4608820567293952-4739450319880192

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? Yeah, I'm filling, um, I filled out the paperwork for Integrity Staffing. Um, it's, uh, I'm doing the onboarding and, um, there was an option for, uh, insurance and, um, I wanted to deny that, but I don't know what happened. It didn't, it didn't come up and give me the option to accept or deny it, I don't think, so. Okay. What's the last four of your social? 9744. You said 9744? Uh-huh. First name? James. I see you're a brand new hire. Yeah. So I'm gonna have to add you in the system on our side. You said Integrity Staffing, correct? Yeah. Yep. Uh, is, is this Integrity Staffing or what's the name of- This is Benefits in the Car. We're an administrator for health insurance for staffing companies. Yeah, it's Integrity, it's Integrity Trades- Yes, sir. ... Services. It's Integrity Trade Services. Yeah. Thank you. Thank you. So what's your full, what's your full, uh, social security number- James Edward O 305-80-9744. You said 305-80-9744? Correct. Mm-hmm. And, and your first name? James. J-A-M-E-S? Correct. Last name? Pearcy. P-E-A-R-C-Y. You say P-E? Yeah. P as in Paul, E-A-R-C-Y. C as in cat, Carl. Oh, so P-E-A-R-C-Y? Yeah. Mm-hmm. Can I get your address? 121 North Washington Street, Apartment 306, Marion, Indiana 469- You said, you said 121 North Washington Street? Yeah. And what was the apartment number? 306. City? Marion. How do you spell that? M-A-R-I-O-N. State. Indiana. Zip code. 46952. Date of birth. 12/16/1974. Your email. james.pearcy74@gmail.com. Good and your phone number. 765-437-2408. You said 765-437-2408? Yep. All right, and you say you want to decline the coverage, correct? Yeah, I want to decline the coverage. I do not need it. All right, I got that declined for you, Mr. James. Was there anything else I can help you with today? Um, no. I just wanted to decline that, um, the insurance benefits and, uh, we're good to go. All right, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Thank you, sir. Bye-bye. Bye.

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: Yeah, I'm filling, um, I filled out the paperwork for Integrity Staffing. Um, it's, uh, I'm doing the onboarding and, um, there was an option for, uh, insurance and, um, I wanted to deny that, but I don't know what happened. It didn't, it didn't come up and give me the option to accept or deny it, I don't think, so.

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

Speaker speaker_2: 9744.

Speaker speaker_1: You said 9744?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: First name?

Speaker speaker_2: James.

Speaker speaker_1: I see you're a brand new hire.

Speaker speaker_2: Yeah.

Speaker speaker_1: So I'm gonna have to add you in the system on our side. You said Integrity Staffing, correct?

Speaker speaker_2: Yeah. Yep. Uh, is, is this Integrity Staffing or what's the name of-

Speaker speaker_1: This is Benefits in the Car. We're an administrator for health insurance for staffing companies.

Speaker speaker_2: Yeah, it's Integrity, it's Integrity Trades-

Speaker speaker_1: Yes, sir.

Speaker speaker_2: ... Services. It's Integrity Trade Services. Yeah.

Speaker speaker_1: Thank you.

Speaker speaker_2: Thank you.

Speaker speaker_1: So what's your full, what's your full, uh, social security number-

Speaker speaker_2: James Edward O 305-80-9744.

Speaker speaker_1: You said 305-80-9744?

Speaker speaker_2: Correct. Mm-hmm.

Speaker speaker_1: And, and your first name?

Speaker speaker_2: James.

Speaker speaker_1: J-A-M-E-S?

Speaker speaker_2: Correct.

Speaker speaker_1: Last name?

Speaker speaker_2: Pearcy. P-E-A-R-C-Y.

Speaker speaker_1: You say P-E?

Speaker speaker_2: Yeah. P as in Paul, E-A-R-C-Y. C as in cat, Carl.

Speaker speaker_1: Oh, so P-E-A-R-C-Y?

Speaker speaker_2: Yeah. Mm-hmm.

Speaker speaker_1: Can I get your address?

Speaker speaker_2: 121 North Washington Street, Apartment 306, Marion, Indiana 469-

Speaker speaker_1: You said, you said 121 North Washington Street?

Speaker speaker_2: Yeah.

Speaker speaker_1: And what was the apartment number?

Speaker speaker_2: 306.

Speaker speaker_1: City?

Speaker speaker_2: Marion.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: M-A-R-I-O-N.

Speaker speaker_1: State.

Speaker speaker_2: Indiana.

Speaker speaker_1: Zip code.

Speaker speaker_2: 46952.

Speaker speaker_1: Date of birth.

Speaker speaker_2: 12/16/1974.

Speaker speaker_1: Your email.

Speaker speaker_2: james.pearcy74@gmail.com.

Speaker speaker_1: Good and your phone number.

Speaker speaker_2: 765-437-2408.

Speaker speaker_1: You said 765-437-2408?

Speaker speaker_2: Yep.

Speaker speaker_1: All right, and you say you want to decline the coverage, correct?

Speaker speaker_2: Yeah, I want to decline the coverage. I do not need it.

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

Speaker speaker_2: Um, no. I just wanted to decline that, um, the insurance benefits and, uh, we're good to go.

Speaker speaker_1: All right, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You too. Thank you, sir. Bye-bye.

Speaker speaker_1: Bye.