

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, my name is Scott Puterbaugh. I'm working through a temp company called Surge and I know after so many days y- um, I guess I get all back enrolled in insurance and I just wondered if I, if I am enrolled in having medical insurance or not. Is there any way you can let me know? Yes, sir. What's the last four of your Social? 7612. Because I didn't know if I was supposed to get a card or nothing because I haven't got nothing in the mail. So- 7612? Yeah, 7612. Thank you. And what was your first name? Scott. Last name? Puterbaugh. P-U-T-E-R, B as in boy, A-U-G-H. For security purposes, can you verify your address and date of birth for me? My address is 4945 Kolmar Avenue, K-O-L-M-A-R Avenue, Dayton, Ohio 45432 and my date of birth is 06/13/1969. Thank you. Can we get your phone number, 937-8233? 4233? Yes. And I think your email is scott, last name, 1969.- gmail.com? Yes. Okay, thank you. All right, so it doesn't look like they got you enrolled in any coverage. Oh, okay. I just wanted to make sure because I know, I know when I been working, I had, I've had job, other jobs before that and I thought I got a text a while back saying something about you guys, that I need to, certain days I got canceled. But I just want to make sure if I did or not, just want to make sure. Yes, sir. I just need to find it- Okay, so- ... to make sure you don't get enrolled. Yeah. Okay. If I'm not enrolled, I mean, I guess I figured I'd be enrolled by now because I think they usually do it within 30... I think you said it's 30 days after you start a cl- job or whatever, so... Mm-hmm. So, I just wanted to- All right, I got that- I just want to make sure. I got that declined for you, Mr. Scott. Was there anything else I could help you with today? Nope, that's it. Thanks for calling Benefits in the Car. I hope you have a great weekend, man. You too, thank you. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Uh, my name is Scott Puterbaugh. I'm working through a temp company called Surge and I know after so many days y- um, I guess I get all back enrolled in insurance and I just wondered if I, if I am enrolled in having medical insurance or not. Is there any way you can let me know?

Speaker speaker_0: Yes, sir. What's the last four of your Social?

Speaker speaker_1: 7612. Because I didn't know if I was supposed to get a card or nothing because I haven't got nothing in the mail. So-

Speaker speaker_0: 7612?

Speaker speaker_1: Yeah, 7612.

Speaker speaker_0: Thank you. And what was your first name?

Speaker speaker_1: Scott.

Speaker speaker_0: Last name?

Speaker speaker_1: Puterbaugh. P-U-T-E-R, B as in boy, A-U-G-H.

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

Speaker speaker_1: My address is 4945 Kolmar Avenue, K-O-L-M-A-R Avenue, Dayton, Ohio 45432 and my date of birth is 06/13/1969.

Speaker speaker_0: Thank you. Can we get your phone number, 937-8233? 4233?

Speaker speaker_1: Yes.

Speaker speaker_0: And I think your email is scott, last name, 1969.- gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, thank you. All right, so it doesn't look like they got you enrolled in any coverage.

Speaker speaker_1: Oh, okay. I just wanted to make sure because I know, I know when I been working, I had, I've had job, other jobs before that and I thought I got a text a while back saying something about you guys, that I need to, certain days I got canceled. But I just want to make sure if I did or not, just want to make sure.

Speaker speaker_0: Yes, sir. I just need to find it-

Speaker speaker_1: Okay, so-

Speaker speaker_0: ... to make sure you don't get enrolled.

Speaker speaker_1: Yeah. Okay. If I'm not enrolled, I mean, I guess I figured I'd be enrolled by now because I think they usually do it within 30... I think you said it's 30 days after you start a cl- job or whatever, so...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So, I just wanted to-

Speaker speaker_0: All right, I got that-

Speaker speaker_1: I just want to make sure.

Speaker speaker_0: I got that declined for you, Mr. Scott. Was there anything else I could help you with today?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: Thanks for calling Benefits in the Car. I hope you have a great weekend, man.

Speaker speaker_1: You too, thank you.

Speaker speaker_0: Mm-hmm.