Transcript: Malcolm Nash-4761906088427520-5202548635648000

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, Malcolm. Good morning. Claudia Gomez. Okay. Hello? And... Yeah. Can you hear me? Yes, ma'am. Okay. Um, I'm not interested in getting, getting any of your benefits at all. Okay. You want... So you're calling to decline the coverage? Yes. All right. What staff company do you work for? Search Staffing. Okay. So what's the last four of your Social? Oh. 4218. First name? Claudia. C-L-A-U-D-I-A. Last name? Gomez. G-O-M, as in Mary, E-Z. All right. For security purposes, can you verify your address and date of birth for me? 21568 480 Lancaster Pike, Apartment 115, Circleville, Ohio 43113. Yeah. So it looks like you already declined it. Right. But I got an email that says that I'm gonna still get some... Like, the minimum or something I can, I can at least get- So that's the automatic text that goes out to new hires congratulating them on a job assertion, letting them know that they have 30 days- Okay. ... to either get enrolled to decline the coverage or that will happen. Oh, okay. So I'm still declined though, right? Yes, ma'am. Okay. Thank you so much. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Bye-bye. 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: Hey, Malcolm. Good morning. Claudia Gomez.

Speaker speaker_0: Okay. Hello?

Speaker speaker_1: And... Yeah. Can you hear me?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Um, I'm not interested in getting, getting any of your benefits at all.

Speaker speaker_0: Okay. You want... So you're calling to decline the coverage?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. What staff company do you work for?

Speaker speaker_1: Search Staffing.

Speaker speaker_0: Okay. So what's the last four of your Social?

Speaker speaker_1: Oh. 4218.

Speaker speaker_0: First name?

Speaker speaker_1: Claudia. C-L-A-U-D-I-A.

Speaker speaker_0: Last name?

Speaker speaker_1: Gomez. G-O-M, as in Mary, E-Z.

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

Speaker speaker_1: 21568 480 Lancaster Pike, Apartment 115, Circleville, Ohio 43113.

Speaker speaker_0: Yeah. So it looks like you already declined it.

Speaker speaker_1: Right. But I got an email that says that I'm gonna still get some... Like, the minimum or something I can, I can at least get-

Speaker speaker_0: So that's the automatic text that goes out to new hires congratulating them on a job assertion, letting them know that they have 30 days-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to either get enrolled to decline the coverage or that will happen.

Speaker speaker_1: Oh, okay. So I'm still declined though, right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you. Bye.