

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. Good afternoon. Um, I recently joined with Partners Personnel Staffing and I want to opt out of, uh, their insurance. All right. What's the last four of your social? 4572. First name? Edgar Gomez Robles. You said Edgar? Yes, sir. E-D-G-A-R Gomez Robles, R-O-B-L-E-S. Are you a brand new hire? Yes, sir. So I'ma have to add you to the system. What's your full social? Uh, 616-21-4572. Sorry, Edgar E-D-Z-A-R? Yeah. Uh- Last name? Edgar E-D-G... Edgar, E-D-G-A-R. Okay. And your last name? Gomez. Gomez, G-O-M-E-Z. Address? Uh, 2255 South Malcolm Avenue, Ontario, California 91761. You said 2255 Malcolm Avenue? 2255 South Malcolm Avenue. South- Ontario- And can I just see the city name? Uh, city, Ontario, California. Oh, wait. Mm-hmm. 91761. 91761? Correct. And then the city name, how do you spell the city name? Ontario, O-N-T-A-R-I-O. Date of birth? 09-22-83. Email? Uh, gomez.edgar27@gmail. And your phone number. 909-443-0813. You said 909-443-0813? 13. All right. I got that declined for you, Mr. Gomez. Was there anything else I can help you with today? Uh, no, that was about it. Just opt out of dental, uh, everything. Yes, sir. I declined the coverage for you. All right. Thank you. Appreciate it. No problem. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Malcolm. Good afternoon. Um, I recently joined with Partners Personnel Staffing and I want to opt out of, uh, their insurance.

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

Speaker speaker_1: 4572.

Speaker speaker_0: First name?

Speaker speaker_1: Edgar Gomez Robles.

Speaker speaker_0: You said Edgar?

Speaker speaker_1: Yes, sir. E-D-G-A-R Gomez Robles, R-O-B-L-E-S.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: So I'ma have to add you to the system. What's your full social?

Speaker speaker_1: Uh, 616-21-4572.

Speaker speaker_0: Sorry, Edgar E-D-Z-A-R?

Speaker speaker_1: Yeah. Uh-

Speaker speaker_0: Last name?

Speaker speaker_1: Edgar E-D-G... Edgar, E-D-G-A-R.

Speaker speaker_0: Okay. And your last name?

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

Speaker speaker_0: Address?

Speaker speaker_1: Uh, 2255 South Malcolm Avenue, Ontario, California 91761.

Speaker speaker_0: You said 2255 Malcolm Avenue?

Speaker speaker_1: 2255 South Malcolm Avenue.

Speaker speaker_0: South-

Speaker speaker_1: Ontario-

Speaker speaker_0: And can I just see the city name?

Speaker speaker_1: Uh, city, Ontario, California.

Speaker speaker_0: Oh, wait. Mm-hmm.

Speaker speaker_1: 91761.

Speaker speaker_0: 91761?

Speaker speaker_1: Correct.

Speaker speaker_0: And then the city name, how do you spell the city name?

Speaker speaker_1: Ontario, O-N-T-A-R-I-O.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 09-22-83.

Speaker speaker_0: Email?

Speaker speaker_1: Uh, gomez.edgar27@gmail.

Speaker speaker_0: And your phone number.

Speaker speaker_1: 909-443-0813.

Speaker speaker_0: You said 909-443-0813?

Speaker speaker_1: 13.

Speaker speaker_0: All right. I got that declined for you, Mr. Gomez. Was there anything else I can help you with today?

Speaker speaker_1: Uh, no, that was about it. Just opt out of dental, uh, everything.

Speaker speaker_0: Yes, sir. I declined the coverage for you.

Speaker speaker_1: All right. Thank you. Appreciate it.

Speaker speaker_0: No problem. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: You too. Bye-bye.