

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Yes, Malcolm. I'm calling for uptown on, uh, medical benefits. What staffing company do you work for? Uh, I think it's, uh, the, the staffing company's American Staffing. You said American Staffing? Yeah. It is, uh, I don't know if it's American Staffing- Is it American Staffing? No, American Staffing Corporation or... American Staff Corp? Yeah, I think so. Yeah. What's the last four of your social? It's out of Tol- Yeah, it's out of Tulsa, Oklahoma. What's the last four of your social, sir? 1379. You said 1379? Yes, sir. First name? Carlos. Last name? Espinales. How can I help you? For security purposes, can you verify your address and date of birth for me? Okay. Date of birth, 6/9/1957 and address is, uh, 8001 South Peach Avenue, Broken Arrow, Oklahoma. Can we get your phone number, 918-520-7819? 7819, yes. Let me get... There's no email on file. Would you like to add an email? Yeah, I got an email. It's, uh, Espinales, E-S-P-I-N-A-L-E-S, C57@gmail.com. Yeah. How can I help you today, Mr. Carlos? Yeah, I just want an uptight of my medical benefits. So you already... It looks like you already declined the auto enrollment on 3/14, sir. I did? Because- Yeah. ... I called... Uh, they, they told me I had to call in after April, so I... Well, if I'm on, that's good. That's all I wanted. So if I got it- Yes, sir. You already... ... that's, that's all I need. Yeah, you already declined it, sir. All right. Well, thank you. No problem, Mr. Carlos. Was there anything else- Nope. ... I can help you with today? Th- That's all. You have a wonderful day, okay? You too. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Yes, Malcolm. I'm calling for uptown on, uh, medical benefits.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, I think it's, uh, the, the staffing company's American Staffing.

Speaker speaker_0: You said American Staffing?

Speaker speaker_1: Yeah. It is, uh, I don't know if it's American Staffing-

Speaker speaker_0: Is it American Staffing?

Speaker speaker_1: No, American Staffing Corporation or...

Speaker speaker_0: American Staff Corp?

Speaker speaker_1: Yeah, I think so. Yeah.

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

Speaker speaker_1: It's out of Tol- Yeah, it's out of Tulsa, Oklahoma.

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

Speaker speaker_1: 1379.

Speaker speaker_0: You said 1379?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: First name?

Speaker speaker_1: Carlos.

Speaker speaker_0: Last name?

Speaker speaker_1: Espinales.

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

Speaker speaker_1: Okay. Date of birth, 6/9/1957 and address is, uh, 8001 South Peach Avenue, Broken Arrow, Oklahoma.

Speaker speaker_0: Can we get your phone number, 918-520-7819?

Speaker speaker_1: 7819, yes.

Speaker speaker_0: Let me get... There's no email on file. Would you like to add an email?

Speaker speaker_1: Yeah, I got an email. It's, uh, Espinales, E-S-P-I-N-A-L-E-S, C57@gmail.com.

Speaker speaker_0: Yeah. How can I help you today, Mr. Carlos?

Speaker speaker_1: Yeah, I just want an uptight of my medical benefits.

Speaker speaker_0: So you already... It looks like you already declined the auto enrollment on 3/14, sir.

Speaker speaker_1: I did? Because-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... I called... Uh, they, they told me I had to call in after April, so I... Well, if I'm on, that's good. That's all I wanted. So if I got it-

Speaker speaker_0: Yes, sir. You already...

Speaker speaker_1: ... that's, that's all I need.

Speaker speaker_0: Yeah, you already declined it, sir.

Speaker speaker_1: All right. Well, thank you.

Speaker speaker_0: No problem, Mr. Carlos. Was there anything else-

Speaker speaker_1: Nope.

Speaker speaker_0: ... I can help you with today?

Speaker speaker_1: Th- That's all. You have a wonderful day, okay?

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye.