

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, how are you doing? This is Jamil Denham. I was calling because, um, I was referred to you guys because I wanted to take some of my own benefits off. What staffing company do you work for? Uh, Wagner Staffing and, um, I'm currently- Last- ... under em- Last name? Last four of your Social? Uh, 1384. First name? J-u-m-i-l. Last name? D-e-n-h-a-m. All right, for security purposes, can you verify your address and date of birth for me? My address is, uh... Yeah, I got two addresses. So i- is it 158 Shady Dale Road still? Or is it- That's not it, yeah, I'm a- ... Mansfield? Is it Mansfield? We don't have either one of those. I can't hear you, I'm sorry. I said we don't have either one of those addresses on file. Would you verify with your full Social? Uh, 13... I mean, uh, 67405 1384. Thank you. So we got 100 Gardner Drive, Eaton- Nah, nah, nah. Th- th- nah, nah, they're old. They're old. That post has been changed. I thought they changed it in the system. Right. So what's your new address? Uh, my new address is 158 Shady Dale Road. Shader Dale Road? Shady Dale. S-h-a-d-y, Shady Dale Road. B-a-l-e? Yeah. Is it all one... Is Shady Dale one word or two? Uh, one word. Shady Dale Road. Mm-hmm. And then, the city state and zip code? Eaton, Georgia. 31- 31024. You said 31-31024. And then what was the city name? Eaton, Georgia. How do you spell that? Uh, E-a-t... E-a-t-o-n. And your date of birth? Uh, 06/15/1999. Yeah, there's no phone number on file. Would you like to add a phone number? I will. Um, 943-206-50... um, 5081. You said 943-206-5081? Yes, sir. Q... And the email is jamildenham9@gmail.com? Yeah, that's me. Okay. All right. So it doesn't look like you're enrolled in any coverage at the moment, sir. It doesn't look like I'm enrolled in where? It doesn't look like you're enrolled in any coverage at the moment. They said I had like, um, some- some insurance or something was coming out of my check, and I wanted to, um, file exempt. So you want to decline the coverage? Yes, sir. I want to fi- I want to file exempt through, through, um, throughout the whole thing. Okay. So yeah, it doesn't look like they got you enrolled into it yet, but I just declined it for you. Okay. Okay, yeah, 'cause I, I had... She had said something was coming out of my check. But, um, I guess not then. Yeah, that's why I wanted exempt. All right. I got that declined for you, Mr. J-Denham. Was there anything else I can help you with today? Uh, no, sir, that's it. That's all. Thanks for calling Benefits in the Car. I hope you have a great weekend, man. All right, you too. Thank you.

Conversation Format

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

Speaker speaker_1: Hey, how are you doing? This is Jamil Denham. I was calling because, um, I was referred to you guys because I wanted to take some of my own benefits off.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, Wagner Staffing and, um, I'm currently-

Speaker speaker_0: Last-

Speaker speaker_1: ... under em- Last name?

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: Uh, 1384.

Speaker speaker_0: First name?

Speaker speaker_1: J-u-m-i-l.

Speaker speaker_0: Last name?

Speaker speaker_1: D-e-n-h-a-m.

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

Speaker speaker_1: My address is, uh... Yeah, I got two addresses. So i- is it 158 Shady Dale Road still? Or is it-

Speaker speaker_0: That's not it, yeah, I'm a-

Speaker speaker_1: ... Mansfield? Is it Mansfield?

Speaker speaker_0: We don't have either one of those.

Speaker speaker_1: I can't hear you, I'm sorry.

Speaker speaker_0: I said we don't have either one of those addresses on file. Would you verify with your full Social?

Speaker speaker_1: Uh, 13... I mean, uh, 67405 1384.

Speaker speaker_0: Thank you. So we got 100 Gardner Drive, Eaton-

Speaker speaker_1: Nah, nah, nah. Th- th- nah, nah, they're old. They're old. That post has been changed. I thought they changed it in the system.

Speaker speaker_0: Right. So what's your new address?

Speaker speaker_1: Uh, my new address is 158 Shady Dale Road.

Speaker speaker_0: Shader Dale Road?

Speaker speaker_1: Shady Dale. S-h-a-d-y, Shady Dale Road.

Speaker speaker_0: B-a-l-e?

Speaker speaker_1: Yeah.

Speaker speaker_0: Is it all one... Is Shady Dale one word or two?

Speaker speaker_1: Uh, one word.

Speaker speaker_0: Shady Dale Road.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then, the city state and zip code?

Speaker speaker_1: Eaton, Georgia. 31- 31024.

Speaker speaker_0: You said 31-

Speaker speaker_1: 31024.

Speaker speaker_0: And then what was the city name?

Speaker speaker_1: Eaton, Georgia.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: Uh, E-a-t... E-a-t-o-n.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, 06/15/1999.

Speaker speaker_0: Yeah, there's no phone number on file. Would you like to add a phone number?

Speaker speaker_1: I will. Um, 943-206-50... um, 5081.

Speaker speaker_0: You said 943-206-5081?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Q... And the email is jamildenham9@gmail.com?

Speaker speaker_1: Yeah, that's me.

Speaker speaker_0: Okay. All right. So it doesn't look like you're enrolled in any coverage at the moment, sir.

Speaker speaker_1: It doesn't look like I'm enrolled in where?

Speaker speaker_0: It doesn't look like you're enrolled in any coverage at the moment.

Speaker speaker_1: They said I had like, um, some- some insurance or something was coming out of my check, and I wanted to, um, file exempt.

Speaker speaker_0: So you want to decline the coverage?

Speaker speaker_1: Yes, sir. I want to fi- I want to file exempt through, through, um, throughout the whole thing.

Speaker speaker_0: Okay. So yeah, it doesn't look like they got you enrolled into it yet, but I just declined it for you.

Speaker speaker_1: Okay. Okay, yeah, 'cause I, I had... She had said something was coming out of my check. But, um, I guess not then. Yeah, that's why I wanted exempt.

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

Speaker speaker_1: Uh, no, sir, that's it. That's all.

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

Speaker speaker_1: All right, you too.

Speaker speaker_0: Thank you.