

## **Transcript: Malcolm**

**Nash-4973795522068480-5747970390048768**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcom. How can I help you? Yes, I'm returning a phone call from you guys. I just, um, got hired by, um, a company called BGSS. Did they leave you a voicemail? Um, left me a text message. I know that. What'd the text say? It's, uh, um, "We'd be glad to assist you in your enrollment for benefits offered by, by your employer BGSS, Inc. Assistance is needed to continue the process of your enrollment as information is either missing or needs to be clarified." Okay. So, sir, were you wanting to get en- And then I- ... rolled into the health insurance offered through BG Staffing? I mean, I had... I had No, they... Uh, I don't think so. Okay. So it looks like they reached out trying to get more information for our en- enrollment process. Did you want me to look into it? What's the last four of your social? Um, 1934. 'Cause I just, um, got a job ad, um, at, um, Assistant Tech. Assistant Tech. Your first name? Terry. T-E-R-R-Y. Last name? Powe. P-O-W-E. Okay. For security purposes, can you verify your address and date of birth for me? 7511 Harlow Drive, Apartment 205, San Antonio, Texas. And date of birth? September the 2nd, 1978. Yeah. So yeah, I was actually the one that gave you a call and left you... And sent you the email. And, um- Okay. So yeah, it looks like I had tried to call you and then they hung up the phone. So then I- Okay. ... hung up on you. Um, I declined that coverage offer though. 'Cause of the form, with your enrollment form, you said you wanted coverage and then you also selected to decline the coverage. Since you didn't answer, we went ahead and declined the coverage for you. Okay. But, um, is there anything else you need? No, sir. Was there anything else I can help you with today, Mr. Terry? No, sir. I'm, I'm good. I, I'm just waiting to start working, man. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a good rest of your day, now. Yes, sir.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is Malcom. How can I help you?

Speaker speaker\_2: Yes, I'm returning a phone call from you guys. I just, um, got hired by, um, a company called BGSS.

Speaker speaker\_0: Did they leave you a voicemail?

Speaker speaker\_2: Um, left me a text message. I know that.

Speaker speaker\_0: What'd the text say?

Speaker speaker\_2: It's, uh, um, "We'd be glad to assist you in your enrollment for benefits offered by, by your employer BGSS, Inc. Assistance is needed to continue the process of your enrollment as information is either missing or needs to be clarified."

Speaker speaker\_0: Okay. So, sir, were you wanting to get en-

Speaker speaker\_2: And then I-

Speaker speaker\_0: ... rolled into the health insurance offered through BG Staffing?

Speaker speaker\_2: I mean, I had... I had No, they... Uh, I don't think so.

Speaker speaker\_0: Okay. So it looks like they reached out trying to get more information for our en- enrollment process. Did you want me to look into it? What's the last four of your social?

Speaker speaker\_2: Um, 1934. 'Cause I just, um, got a job ad, um, at, um, Assistant Tech. Assistant Tech.

Speaker speaker\_0: Your first name?

Speaker speaker\_2: Terry. T-E-R-R-Y.

Speaker speaker\_0: Last name?

Speaker speaker\_2: Powe. P-O-W-E.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 7511 Harlow Drive, Apartment 205, San Antonio, Texas.

Speaker speaker\_0: And date of birth?

Speaker speaker\_2: September the 2nd, 1978.

Speaker speaker\_0: Yeah. So yeah, I was actually the one that gave you a call and left you... And sent you the email. And, um-

Speaker speaker\_2: Okay.

Speaker speaker\_0: So yeah, it looks like I had tried to call you and then they hung up the phone. So then I-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... hung up on you. Um, I declined that coverage offer though. 'Cause of the form, with your enrollment form, you said you wanted coverage and then you also selected to decline the coverage. Since you didn't answer, we went ahead and declined the coverage for you.

Speaker speaker\_2: Okay. But, um, is there anything else you need?

Speaker speaker\_0: No, sir. Was there anything else I can help you with today, Mr. Terry?

Speaker speaker\_2: No, sir. I'm, I'm good. I, I'm just waiting to start working, man.

Speaker speaker\_0: If there's nothing else, thanks for calling Benefits in the Car. I hope you have a good rest of your day, now.

Speaker speaker\_2: Yes, sir.