

Transcript: Malcolm

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Full Transcript

... to call on Benefits in the Card. This is Malcolm. How can I help you? Hi, this is Ethan. I worked with Surgeon about, like, three or so weeks ago, and they gave me a card to call if I didn't need any insurance. All right. What's the last four of your social? 8919. First name? Ethan Sheppard. You say Ethan? Yes, sir. Are you a brand new hire? Uh, yeah. Guess I'll have to add you in the system. What's your full social? 272118919. They gave me this card, so- Okay. ... 'cause they were, uh, helping me find a job. Hey, could you say that one more time slower for me, please? I said, they gave me the card 'cause they were trying to help me find a new job. No, I mean the... I need your social so I can decline the coverage for you. Oh. 272-11-8919. Thank you. I wouldn't know anything about the card that they gave you, 'cause we're... we're not- Okay. We don't work directly with Surgeon. We're just a plan administrator for health insurance with Staffing Company. Okay. All right. So, how do you spell your first name? E-T-H-A-N. Last name? Sheppard. S-H-E-P-H-E-R-D-Y. Address? 107 South Norton. Did you say 107 South Martin? Norton. N-O-R-T-O-N. City? Mount Vernon. How do you spell that? Uh, Mount Vernon. M-O-U-N-T V-... R-... V-E-R-N-O-N. State? Ohio. Zip code? 43050. You said 43050? Yes, sir. Date of birth? 12/11/04. Email? ethanshep04@gmail.com. You said ethanshep04@gmail.com? Yes, sir. And your phone number? 740-358-1229. 740-358-1229? Yes, sir. Thank you. All right. I've got that declined for you, Mr. Sheppard. Was there anything else I can help you with today? No, sir. There's nothing else. Thanks for calling Benefits in the Card. Hope you have a great rest of your week. You as well. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: ... to call on Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, this is Ethan. I worked with Surgeon about, like, three or so weeks ago, and they gave me a card to call if I didn't need any insurance.

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

Speaker speaker_1: 8919.

Speaker speaker_0: First name?

Speaker speaker_1: Ethan Sheppard.

Speaker speaker_0: You say Ethan?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: Guess I'll have to add you in the system. What's your full social?

Speaker speaker_1: 272118919. They gave me this card, so-

Speaker speaker_0: Okay.

Speaker speaker_1: ... 'cause they were, uh, helping me find a job.

Speaker speaker_0: Hey, could you say that one more time slower for me, please?

Speaker speaker_1: I said, they gave me the card 'cause they were trying to help me find a new job.

Speaker speaker_0: No, I mean the... I need your social so I can decline the coverage for you.

Speaker speaker_1: Oh. 272-11-8919.

Speaker speaker_0: Thank you. I wouldn't know anything about the card that they gave you, 'cause we're... we're not-

Speaker speaker_1: Okay.

Speaker speaker_0: We don't work directly with Surgeon. We're just a plan administrator for health insurance with Staffing Company.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: So, how do you spell your first name?

Speaker speaker_1: E-T-H-A-N.

Speaker speaker_0: Last name?

Speaker speaker_1: Sheppard. S-H-E-P-H-E-R-D-Y.

Speaker speaker_0: Address?

Speaker speaker_1: 107 South Norton.

Speaker speaker_0: Did you say 107 South Martin?

Speaker speaker_1: Norton. N-O-R-T-O-N.

Speaker speaker_0: City?

Speaker speaker_1: Mount Vernon.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: Uh, Mount Vernon. M-O-U-N-T V-... R-... V-E-R-N-O-N.

Speaker speaker_0: State?

Speaker speaker_1: Ohio.

Speaker speaker_0: Zip code?

Speaker speaker_1: 43050.

Speaker speaker_0: You said 43050?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 12/11/04.

Speaker speaker_0: Email?

Speaker speaker_1: ethanshep04@gmail.com.

Speaker speaker_0: You said ethanshep04@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your phone number?

Speaker speaker_1: 740-358-1229.

Speaker speaker_0: 740-358-1229?

Speaker speaker_1: Yes, sir.

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

Speaker speaker_1: No, sir.

Speaker speaker_0: There's nothing else. Thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker_1: You as well. Bye-bye.

Speaker speaker_0: Thank you. Bye.