

Transcript: Malcolm

Nash-5279927857364992-5787256327553024

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, this is ... benefits and This is Malcolm, how can I help you? Yeah. I called to decline my health coverage. What staff company do you work for? What? Surge? What's the last four of your Social? 7537. First name? Mark. You say Mark? Yeah. Last name. Sanchez. S-A-N-C-H-E-Z. For security purposes, can you verify your address and date of birth for me? 304 North Canal Street, Sugar Grove, Ohio, 43155 and 6564. All right. I got that declined for you, Mr. Mark. Was there anything else I can help you with today? No, thank you. Right. There's nothing else. Thanks for calling Benefits in the ... I hope you have a great rest of your week. You too. Thank you. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello, this is ... benefits and This is Malcolm, how can I help you?

Speaker speaker_2: Yeah. I called to decline my health coverage.

Speaker speaker_1: What staff company do you work for?

Speaker speaker_2: What? Surge?

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 7537.

Speaker speaker_1: First name?

Speaker speaker_2: Mark.

Speaker speaker_1: You say Mark?

Speaker speaker_2: Yeah.

Speaker speaker_1: Last name.

Speaker speaker_2: Sanchez. S-A-N-C-H-E-Z.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 304 North Canal Street, Sugar Grove, Ohio, 43155 and 6564.

Speaker speaker_1: All right. I got that declined for you, Mr. Mark. Was there anything else I can help you with today?

Speaker speaker_2: No, thank you.

Speaker speaker_1: Right. There's nothing else. Thanks for calling Benefits in the ... I hope you have a great rest of your week.

Speaker speaker_2: You too. Thank you. Bye-bye.

Speaker speaker_1: Thank you. Bye.