

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Uh, yes, sir. I got a text, um, just a few minutes ago about, um, health coverage coming out of my check. Okay. So what, uh, staff company do you work for? Uh, Mega Force. Okay. What's the last four of your social? What did the text message say? Um, that if I hadn't declined coverage that, um, health coverage would be coming out of my next check. Okay. So do you want to decline the auto enrollment? Yes, please. All right. What's the last four of your social? 7776. First name? Mark. Last name? Altman. A-L-T-M-A-N. All right. For security purposes can you verify your address and date of birth for me? Yes. Uh, 194 Lombardi Village Road, Shannon, 28386. And my phone number, is that what you're saying? No, date of birth. Oh, 5-22-71. Can you say the address one more time? 194 Lombardi Village Road, Shannon, North Carolina 28386. Right. So it looks like you already declined the auto enrollment. I thought I had. That's why I was perplexed by the, uh, text message. Yeah. So that's an automatic text that goes out to all the new hires. Oh, okay. All right. Well, thank you, sir. I appreciate it. No problem, sir. Was there anything else I can help you with today? No, sir. You've been very helpful. Thank you. No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your week. You too. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, sir. I got a text, um, just a few minutes ago about, um, health coverage coming out of my check.

Speaker speaker_0: Okay. So what, uh, staff company do you work for?

Speaker speaker_1: Uh, Mega Force.

Speaker speaker_0: Okay. What's the last four of your social? What did the text message say?

Speaker speaker_1: Um, that if I hadn't declined coverage that, um, health coverage would be coming out of my next check.

Speaker speaker_0: Okay. So do you want to decline the auto enrollment?

Speaker speaker_1: Yes, please.

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

Speaker speaker_1: 7776.

Speaker speaker_0: First name?

Speaker speaker_1: Mark.

Speaker speaker_0: Last name?

Speaker speaker_1: Altman. A-L-T-M-A-N.

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

Speaker speaker_1: Yes. Uh, 194 Lombardi Village Road, Shannon, 28386. And my phone number, is that what you're saying?

Speaker speaker_0: No, date of birth.

Speaker speaker_1: Oh, 5-22-71.

Speaker speaker_0: Can you say the address one more time?

Speaker speaker_1: 194 Lombardi Village Road, Shannon, North Carolina 28386.

Speaker speaker_0: Right. So it looks like you already declined the auto enrollment.

Speaker speaker_1: I thought I had. That's why I was perplexed by the, uh, text message.

Speaker speaker_0: Yeah. So that's an automatic text that goes out to all the new hires.

Speaker speaker_1: Oh, okay. All right. Well, thank you, sir. I appreciate it.

Speaker speaker_0: No problem, sir. Was there anything else I can help you with today?

Speaker speaker_1: No, sir. You've been very helpful. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your week.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you. Bye.