

## Transcript: Malcolm

Nash-5311062056058880-6477896918712320

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, hello? Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? I don't know. This number called me and I'm calling you back. Mom, what is that? Rapping. What staff- What? ... company do you work for? The comp what? What staffing company do you work for, ma'am? Company? Staffing company. I don't work. I don't work right now. Don't care enough. Let's see. Yeah. You said you're not working right now? Yeah, I don't work right now but I applied at some companies. Sorry. Mommy, where's your phone? Why? Hmm. Looks like somebody made a outbound call to you. Who is this number? Y'all are wondering. What's the last four of your social? Hold on one second. Hello? Yes? What's the last four of your social, ma'am? 4867. Why is grandma isn't here? Hmm. Why is grandma on the news? Let's see. I'm not sure. If we, if we called you, it's most likely I have to deal with the staffing company. What staffing company did you apply for? For focus. Focus wor- Focus Workforce? Mm-hmm. Yes. Mom loves dad. Mom loves him. Mom loves him. What's your first name? My first name? Mom loves him. I haven't started yet. No, I was asking what's your first name, ma'am, so I can locate you in the system. Oh, sorry. Can't hear you. How do you spell your first name? N-Y-A-M-A-H-I-R-I-W-E. Okay, can you get her- So it looks like a bou- outbound call was made. Actually, can you verify your address and date of birth for me? Yeah, my address is 1-10806 North Palmer Avenue. And date of birth is January 1st, 1981. Oh. Thank you. I need a city, state, zip code as well. 64157. And the city and state? Miami City, Missouri. Thank you. So we got your phone number, 346-365-8489. Yes. And the email is savine modest@gmail.com. Is everything ready? Yes. Kids, step up. All right. So it looks like an outbound was made because you didn't list dependent information. Dependents information? Yeah, for your enrollment form with Focus Workforce Management. What information? So it looks like you submitted for enrollment? Mom, turn it off. Yes, I applied. But you didn't re-... you didn't put any dependent information. What? I, I did. That's the reason they made the call, ma'am, because there's no dependent information available. What's that? Say that again, ma'am. What is the dependent information? Hey. So it looks like you have... You wanted coverage for you and a family but you never put any of your family's dependent, your family's information. First name, last name, Social Security, and date of birth. Yeah, I'mma come to do it. Say that again, ma'am. What she saying? I got to come do... finish the application. So we would need your spouse's information and your children's information. Thank you. Yes, I'mma come finish it. Come sit down. So you say, you say you will come finish it? Yeah. Yes. Hey, so we're not, we're not Focus. We're Benefits in the Car. We're a plan administrator for health insurance for staffing companies. Tell her dad. So this is not Focus? No, ma'am, but we're associated with Focus. We help you guys get enrolled into the health insurance offers through

Focus. She hasn't even told you about this. Health insurance? I have one. How you feeling today, Debra? So it looks... So we need your den-... You need your dependent information or did you want to get enrolled by yourself? Oh, uh, yeah, I don't need anything. So you don't want insurance? I have it already. So you don't want insurance through Focus Workforce? No, why? So you don't want insurance offered through Focus Workforce, ma'am? Oh, I don't need it. Okay. Well, that's all I needed from you, ma'am. Thanks for calling Benefits in the Car. I hope you have a great day. Was there anything else I can help you with today? No, that's all. Thank you. No problem. Why can't you get nothing without calling me? Bye.

## 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 Malcolm. How can I help you?

Speaker speaker\_2: Uh, hello?

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

Speaker speaker\_2: I don't know. This number called me and I'm calling you back.

Speaker speaker\_3: Mom, what is that?

Speaker speaker\_4: Rapping.

Speaker speaker\_1: What staff-

Speaker speaker\_3: What?

Speaker speaker\_1: ... company do you work for?

Speaker speaker\_2: The comp what?

Speaker speaker\_1: What staffing company do you work for, ma'am?

Speaker speaker\_2: Company?

Speaker speaker\_1: Staffing company.

Speaker speaker\_2: I don't work. I don't work right now.

Speaker speaker\_3: Don't care enough. Let's see. Yeah.

Speaker speaker\_1: You said you're not working right now?

Speaker speaker\_2: Yeah, I don't work right now but I applied at some companies.

Speaker speaker\_3: Sorry. Mommy, where's your phone? Why?

Speaker speaker\_1: Hmm. Looks like somebody made a outbound call to you.

Speaker speaker\_3: Who is this number? Y'all are wondering.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_3: Hold on one second.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Yes?

Speaker speaker\_1: What's the last four of your social, ma'am?

Speaker speaker\_2: 4867.

Speaker speaker\_3: Why is grandma isn't here?

Speaker speaker\_1: Hmm.

Speaker speaker\_3: Why is grandma on the news?

Speaker speaker\_1: Let's see. I'm not sure. If we, if we called you, it's most likely I have to deal with the staffing company. What staffing company did you apply for?

Speaker speaker\_2: For focus.

Speaker speaker\_1: Focus wor- Focus Workforce?

Speaker speaker\_2: Mm-hmm. Yes.

Speaker speaker\_3: Mom loves dad. Mom loves him. Mom loves him.

Speaker speaker\_1: What's your first name?

Speaker speaker\_2: My first name?

Speaker speaker\_3: Mom loves him.

Speaker speaker\_2: I haven't started yet.

Speaker speaker\_1: No, I was asking what's your first name, ma'am, so I can locate you in the system.

Speaker speaker\_2: Oh, sorry. Can't hear you.

Speaker speaker\_1: How do you spell your first name?

Speaker speaker\_2: N-Y-A-M-A-H-I-R-I-W-E.

Speaker speaker\_3: Okay, can you get her-

Speaker speaker\_1: So it looks like a bou- outbound call was made. Actually, can you verify your address and date of birth for me?

Speaker speaker\_2: Yeah, my address is 1-10806 North Palmer Avenue. And date of birth is January 1st, 1981.

Speaker speaker\_3: Oh.

Speaker speaker\_1: Thank you. I need a city, state, zip code as well.

Speaker speaker\_3: 64157.

Speaker speaker\_1: And the city and state?

Speaker speaker\_2: Miami City, Missouri.

Speaker speaker\_1: Thank you. So we got your phone number, 346-365-8489.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email is savine modest@gmail.com.

Speaker speaker\_3: Is everything ready?

Speaker speaker\_2: Yes.

Speaker speaker\_3: Kids, step up.

Speaker speaker\_1: All right. So it looks like an outbound was made because you didn't list dependent information.

Speaker speaker\_2: Dependents information?

Speaker speaker\_1: Yeah, for your enrollment form with Focus Workforce Management.

Speaker speaker\_2: What information?

Speaker speaker\_1: So it looks like you submitted for enrollment?

Speaker speaker\_3: Mom, turn it off.

Speaker speaker\_2: Yes, I applied.

Speaker speaker\_1: But you didn't re-... you didn't put any dependent information.

Speaker speaker\_3: What?

Speaker speaker\_2: I, I did.

Speaker speaker\_1: That's the reason they made the call, ma'am, because there's no dependent information available.

Speaker speaker\_2: What's that?

Speaker speaker\_1: Say that again, ma'am.

Speaker speaker\_2: What is the dependent information?

Speaker speaker\_3: Hey.

Speaker speaker\_1: So it looks like you have... You wanted coverage for you and a family but you never put any of your family's dependent, your family's information. First name, last name,

Social Security, and date of birth.

Speaker speaker\_2: Yeah, I'mma come to do it.

Speaker speaker\_1: Say that again, ma'am.

Speaker speaker\_3: What she saying?

Speaker speaker\_2: I got to come do... finish the application.

Speaker speaker\_1: So we would need your spouse's information and your children's information.

Speaker speaker\_3: Thank you.

Speaker speaker\_2: Yes, I'mma come finish it.

Speaker speaker\_3: Come sit down.

Speaker speaker\_1: So you say, you say you will come finish it?

Speaker speaker\_3: Yeah.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Hey, so we're not, we're not Focus. We're Benefits in the Car. We're a plan administrator for health insurance for staffing companies.

Speaker speaker\_3: Tell her dad.

Speaker speaker\_2: So this is not Focus?

Speaker speaker\_1: No, ma'am, but we're associated with Focus. We help you guys get enrolled into the health insurance offers through Focus.

Speaker speaker\_3: She hasn't even told you about this.

Speaker speaker\_2: Health insurance? I have one.

Speaker speaker\_3: How you feeling today, Debra?

Speaker speaker\_1: So it looks... So we need your den-... You need your dependent information or did you want to get enrolled by yourself?

Speaker speaker\_2: Oh, uh, yeah, I don't need anything.

Speaker speaker\_1: So you don't want insurance?

Speaker speaker\_2: I have it already.

Speaker speaker\_1: So you don't want insurance through Focus Workforce? No, why? So you don't want insurance offered through Focus Workforce, ma'am?

Speaker speaker\_2: Oh, I don't need it.

Speaker speaker\_1: Okay. Well, that's all I needed from you, ma'am. Thanks for calling Benefits in the Car. I hope you have a great day. Was there anything else I can help you with today?

Speaker speaker\_2: No, that's all. Thank you.

Speaker speaker\_1: No problem.

Speaker speaker\_3: Why can't you get nothing without calling me? Bye.