

## **Transcript: Malcolm**

**Nash-5334915055009792-5446371368943616**

### **Full Transcript**

Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Hey, Malcolm. I just received a text, um, saying that, uh, I don't have a beneficiary on my insurance, so if that's something you could help me with? Great. What staffing company do you work for? Uh, WFR. What's that? You say WFR? FR. So, uh, is it WorkSmart? Hmm, no, it's not WorkSmart. It's Denzo is the factory, but I'm through a temporary agency called WFR. Oh. Let me call him back. You're taking too much of him. I think he might be taking too much. Take too much of what? Workforce Strategies? Huh? Workforce- Yeah. Strategies? Yes. What's the last four of your Social? Um, it's, uh, 6687. First name? James. All right. For security purposes, can you verify your address and date of birth for me? Uh, 11/15/82 171 Wood Street, Battle Creek, Michigan. That's not the address that we have on file. Yeah, that's because, uh, it's a new address. So I will need you to verify the old address for me. Uh, 77 Babcock. The fuck does he live at? All right. Well, so what's the new address? Where? Excuse me? What the fuck did he say? So what's your new address? 171 Wood Street. Who is that? And where does he live? Is that wood as in W-O-O-D? What the fuck? Yes. And this is WFR? It's Workforce Strategies. Yes, sir. Can we talk? Oh, no, we're not Workforce Strategies. We're Benefits in a Car, and we're a plan administrator for health insurance with staffing companies. Try to cool him off. Okay? Oh, okay. Okay. But- But this is something I can do a walk-in with, with the company, right? Uh, I'm not sure if you'll be able to just go in and... Typically, it's something you fill out when you first get hired on. Right, right, right. Yeah, 'cause I- I- I know, um, I didn't make some changes on my, uh, beneficiary policy with the correct number. Yeah, so I just gotta... I just gotta update it, the address updated for you so it's good. 'Cause as we said, it's Battle Creek, Michigan, is the ZIP code the same? Yeah. Where the fuck did he learn to talk like that from? Is it the 49037? Yeah. Okay. And this phone number is 269-419-5817. Where the fuck he learn to talk like that from? Yes. All right. All right, and then an email? What's a good email for you? How the fuck does he call you? Uh, james.shelton11@icloud.com. Shit. Yeah. I think you need to program in more. You hear me? I see. Who, who did you want to put for your beneficiary? Just need the first name, last name, any relationship to you. Uh, Andrea Shelton. Andrea Shelton. Paste that address. A-N-D... What is it? A-N-D- R-U-E-A. R-U-E-A Shelton. Yeah, 'cause I didn't fill that out. I had you as Williams. 266. All right. I got that updated for you, Mr. Shelton. Was there anything else I could help you with today? Nope. That's, that's it. That's, that's, uh... If there's nothing else, thanks for calling Benefits in a Car, and I hope you have a great day, great rest of your day. All right, thanks. No problem.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in a Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Hey, Malcolm. I just received a text, um, saying that, uh, I don't have a beneficiary on my insurance, so if that's something you could help me with?

Speaker speaker\_0: Great. What staffing company do you work for?

Speaker speaker\_1: Uh, WFR.

Speaker speaker\_0: What's that? You say WFR?

Speaker speaker\_1: FR.

Speaker speaker\_0: So, uh, is it WorkSmart?

Speaker speaker\_1: Hmm, no, it's not WorkSmart. It's Denzo is the factory, but I'm through a temporary agency called WFR.

Speaker speaker\_2: Oh. Let me call him back.

Speaker speaker\_3: You're taking too much of him.

Speaker speaker\_2: I think he might be taking too much.

Speaker speaker\_3: Take too much of what?

Speaker speaker\_0: Workforce Strategies?

Speaker speaker\_1: Huh?

Speaker speaker\_0: Workforce-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Strategies?

Speaker speaker\_1: Yes.

Speaker speaker\_0: What's the last four of your Social?

Speaker speaker\_1: Um, it's, uh, 6687.

Speaker speaker\_0: First name?

Speaker speaker\_1: James.

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

Speaker speaker\_1: Uh, 11/15/82 171 Wood Street, Battle Creek, Michigan.

Speaker speaker\_0: That's not the address that we have on file.

Speaker speaker\_1: Yeah, that's because, uh, it's a new address.

Speaker speaker\_0: So I will need you to verify the old address for me.

Speaker speaker\_1: Uh, 77 Babcock.

Speaker speaker\_2: The fuck does he live at?

Speaker speaker\_0: All right. Well, so what's the new address?

Speaker speaker\_2: Where?

Speaker speaker\_1: Excuse me?

Speaker speaker\_2: What the fuck did he say?

Speaker speaker\_0: So what's your new address?

Speaker speaker\_1: 171 Wood Street.

Speaker speaker\_2: Who is that? And where does he live?

Speaker speaker\_0: Is that wood as in W-O-O-D?

Speaker speaker\_2: What the fuck?

Speaker speaker\_1: Yes. And this is WFR?

Speaker speaker\_0: It's Workforce Strategies. Yes, sir.

Speaker speaker\_2: Can we talk?

Speaker speaker\_0: Oh, no, we're not Workforce Strategies. We're Benefits in a Car, and we're a plan administrator for health insurance with staffing companies.

Speaker speaker\_2: Try to cool him off. Okay?

Speaker speaker\_1: Oh, okay. Okay.

Speaker speaker\_0: But-

Speaker speaker\_1: But this is something I can do a walk-in with, with the company, right?

Speaker speaker\_0: Uh, I'm not sure if you'll be able to just go in and... Typically, it's something you fill out when you first get hired on.

Speaker speaker\_1: Right, right, right. Yeah, 'cause I- I- I know, um, I didn't make some changes on my, uh, beneficiary policy with the correct number.

Speaker speaker\_0: Yeah, so I just gotta... I just gotta update it, the address updated for you so it's good. 'Cause as we said, it's Battle Creek, Michigan, is the ZIP code the same?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Where the fuck did he learn to talk like that from?

Speaker speaker\_0: Is it the 49037?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And this phone number is 269-419-5817.

Speaker speaker\_2: Where the fuck he learn to talk like that from?

Speaker speaker\_1: Yes.

Speaker speaker\_2: All right.

Speaker speaker\_0: All right, and then an email? What's a good email for you?

Speaker speaker\_2: How the fuck does he call you?

Speaker speaker\_1: Uh, james.shelton11@icloud.com.

Speaker speaker\_2: Shit.

Speaker speaker\_0: Yeah.

Speaker speaker\_2: I think you need to program in more. You hear me?

Speaker speaker\_0: I see. Who, who did you want to put for your beneficiary? Just need the first name, last name, any relationship to you.

Speaker speaker\_1: Uh, Andrea Shelton. Andrea Shelton.

Speaker speaker\_0: Paste that address.

Speaker speaker\_1: A-N-D... What is it? A-N-D-

Speaker speaker\_2: R-U-E-A.

Speaker speaker\_1: R-U-E-A Shelton. Yeah, 'cause I didn't fill that out. I had you as Williams.

Speaker speaker\_2: 266.

Speaker speaker\_0: All right. I got that updated for you, Mr. Shelton. Was there anything else I could help you with today?

Speaker speaker\_2: Nope. That's, that's it. That's, that's, uh...

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

Speaker speaker\_1: All right, thanks.

Speaker speaker\_0: No problem.