

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Is this, uh, Temp Staff? No, ma'am, this is Benefits in a Card. We're a plan administrator for health insurance for staffing company. Oh, I was calling to decline my, uh, the ins- for the insurance. You said you were calling to decline it? Yes. For what staffing company? I beg your pardon? For what staffing company? Temp, uh, uh, Temp Staff. So did they don't auto-enroll you, so you just want to decline and you want to call them to be like you don't want it? No, uh-uh, I don't want it. Declined. But they don't, they don't auto, they don't auto-enroll you. Do you have it already? I beg your pardon? Do you already have health insurance though? Yes, I have insurance already. Mm-hmm. All right. What's the last four of your Social? 3330. First name? Betty. All right. For security purposes, can you verify your address and date of birth for me? 4572 Village Drive, Jackson, Mississippi 39206. And the date of birth? My birthday is July 7th, '47. All right. And there's no phone number on file. Would you like to add a phone number? Yes, I have a phone number. What's your phone number please? May I ask something? Yes, ma'am. 601... 601-927-5868. You said 927... 927-5868. All right. I got that updated for you, Ms. Betty, and I got that declined for you. Was there anything else I can help you with today? That's all. Thank you. No problem. I hope you have a great rest of your week. And you too. Thank you. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Is this, uh, Temp Staff?

Speaker speaker_0: No, ma'am, this is Benefits in a Card. We're a plan administrator for health insurance for staffing company.

Speaker speaker_1: Oh, I was calling to decline my, uh, the ins- for the insurance.

Speaker speaker_0: You said you were calling to decline it?

Speaker speaker_1: Yes.

Speaker speaker_0: For what staffing company?

Speaker speaker_1: I beg your pardon?

Speaker speaker_0: For what staffing company?

Speaker speaker_1: Temp, uh, uh, Temp Staff.

Speaker speaker_0: So did they don't auto-enroll you, so you just want to decline and you want to call them to be like you don't want it?

Speaker speaker_1: No, uh-uh, I don't want it. Declined.

Speaker speaker_0: But they don't, they don't auto, they don't auto-enroll you. Do you have it already?

Speaker speaker_1: I beg your pardon?

Speaker speaker_0: Do you already have health insurance though?

Speaker speaker_1: Yes, I have insurance already. Mm-hmm.

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

Speaker speaker_1: 3330.

Speaker speaker_0: First name?

Speaker speaker_1: Betty.

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

Speaker speaker_1: 4572 Village Drive, Jackson, Mississippi 39206.

Speaker speaker_0: And the date of birth?

Speaker speaker_1: My birthday is July 7th, '47.

Speaker speaker_0: All right. And there's no phone number on file. Would you like to add a phone number?

Speaker speaker_1: Yes, I have a phone number.

Speaker speaker_0: What's your phone number please?

Speaker speaker_1: May I ask something?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: 601... 601-927-5868.

Speaker speaker_0: You said 927...

Speaker speaker_1: 927-5868.

Speaker speaker_0: All right. I got that updated for you, Ms. Betty, and I got that declined for you. Was there anything else I can help you with today?

Speaker speaker_1: That's all. Thank you.

Speaker speaker_0: No problem. I hope you have a great rest of your week.

Speaker speaker_1: And you too. Thank you.

Speaker speaker_0: Thank you. Bye.