

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. I was supposed to call down, I guess, and say whether or not I wanted to have insurance through my company. What type of company do you work for? Uh, Serge. Okay. So you want to decline the coverage or you want to get enrolled? I want to decline it. All right. What's the last four of your social? 0139. Again, 0139? Correct. First name? Rebecca. I'm sorry, Rebecca? Correct. Last name? Ferguson. All right. For security purposes, can you verify your address and date of birth for me? 1350 24th Street, Columbus, Georgia 31901. I mean, yeah, 31901, um, 101284. Thank you. All right. I got that decline for you, Ms. Ferguson. Was there anything else I could help you with today? No, sir. You've been wonderful. All right. Well, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Thank you. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, Malcolm. I was supposed to call down, I guess, and say whether or not I wanted to have insurance through my company.

Speaker speaker_0: What type of company do you work for?

Speaker speaker_1: Uh, Serge.

Speaker speaker_0: Okay. So you want to decline the coverage or you want to get enrolled?

Speaker speaker_1: I want to decline it.

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

Speaker speaker_1: 0139.

Speaker speaker_0: Again, 0139?

Speaker speaker_1: Correct.

Speaker speaker_0: First name?

Speaker speaker_1: Rebecca.

Speaker speaker_0: I'm sorry, Rebecca?

Speaker speaker_1: Correct.

Speaker speaker_0: Last name?

Speaker speaker_1: Ferguson.

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

Speaker speaker_1: 1350 24th Street, Columbus, Georgia 31901. I mean, yeah, 31901, um, 101284.

Speaker speaker_0: Thank you. All right. I got that decline for you, Ms. Ferguson. Was there anything else I could help you with today?

Speaker speaker_1: No, sir. You've been wonderful.

Speaker speaker_0: All right. Well, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye.