

## **Transcript: Malcolm**

**Nash-5448322931015680-5737832885567488**

### **Full Transcript**

Thanks for calling Benefits in the Card, this is Malcolm. How can I help you? Oh, I got a text message said that I was enrolled in a tele-prescription. What staffing company do you work for? Carlton. Yes, sir, that's an automatic text that goes out to the new hires congratulating them on the job, we'll call up the staff and let them know they have 30 days to either get enrolled or decline the coverage or they'll be auto-enrolled into that plan. Oh, okay. And was there- Do you want to decline it? Um, yeah, is that health insurance? Yes, sir. Oh, okay. Yeah, 'cause I thought I, um, I thought I declined one, she made me a profile. Um... It, it is possible that she did do that. Okay. No, I'm not sure if I declined- But let me check. Yeah, because I, I have insurance already. ... last three digits. All right, I got bad reception. You need my phone number? What's the last four of your Social? Oh, four, okay. Um, 5184. No, the last three of the Social Security number. The last four of my Social? 5184. 5184, yes, that's right. And for security purposes, can you verify your address and date of birth for me? 9450 Woods Fair, Apartment 711, birthday 7/16/86. I think you... Yeah, it looks like you already declined it. Okay, that's why I was calling to make sure. The text message just, just came in this morning. Yeah, it's just the automatic text. Okay, then. All right. Well, I appreciate your help. No problem, Mr. Winters. Was there anything else I can help you with today? No, that'll be all. Thank you. No problem, and thanks for calling Benefits in the Card. Hope you have a great rest of your day. You, too. Bye. See 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: Oh, I got a text message said that I was enrolled in a tele-prescription.

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

Speaker speaker\_1: Carlton.

Speaker speaker\_0: Yes, sir, that's an automatic text that goes out to the new hires congratulating them on the job, we'll call up the staff and let them know they have 30 days to either get enrolled or decline the coverage or they'll be auto-enrolled into that plan.

Speaker speaker\_1: Oh, okay. And was there-

Speaker speaker\_0: Do you want to decline it?

Speaker speaker\_1: Um, yeah, is that health insurance?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Oh, okay. Yeah, 'cause I thought I, um, I thought I declined one, she made me a profile. Um...

Speaker speaker\_0: It, it is possible that she did do that.

Speaker speaker\_1: Okay. No, I'm not sure if I declined-

Speaker speaker\_0: But let me check.

Speaker speaker\_1: Yeah, because I, I have insurance already.

Speaker speaker\_0: ... last three digits.

Speaker speaker\_1: All right, I got bad reception. You need my phone number?

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

Speaker speaker\_1: Oh, four, okay. Um, 5184.

Speaker speaker\_0: No, the last three of the Social Security number.

Speaker speaker\_1: The last four of my Social?

Speaker speaker\_0: 5184.

Speaker speaker\_1: 5184, yes, that's right.

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

Speaker speaker\_1: 9450 Woods Fair, Apartment 711, birthday 7/16/86.

Speaker speaker\_0: I think you... Yeah, it looks like you already declined it.

Speaker speaker\_1: Okay, that's why I was calling to make sure. The text message just, just came in this morning.

Speaker speaker\_0: Yeah, it's just the automatic text.

Speaker speaker\_1: Okay, then. All right. Well, I appreciate your help.

Speaker speaker\_0: No problem, Mr. Winters. Was there anything else I can help you with today?

Speaker speaker\_1: No, that'll be all. Thank you.

Speaker speaker\_0: No problem, and thanks for calling Benefits in the Card. Hope you have a great rest of your day.

Speaker speaker\_1: You, too. Bye.

Speaker speaker\_0: See you. Bye.

Speaker speaker\_1: Bye bye.