

Transcript: Malcolm

Nash-5482100372324352-6426397116514304

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... to calling Benefits in a Car. This is Malcolm, how can I help you? Hi. Um, I would not like to enroll in benefits, but I'd like to, uh, discontinue the service because I found a job. What staffing company do you work for? Uh, none anymore. Uh, it, it was Partners Personnel, but I'd like to cancel that. All right. What's the last four of your Social? It's, uh, 7352. First name? Scott. Say that again? Scott. S-T-T-O-C. All right, and last name? Kass. K-A-S-S. And for security purposes, can you verify your address and date of birth for me? Address is, uh, well, it was 113 Piute Trail in Albertville. And, uh, date of birth is January 3rd, 1986. Yeah, so your phone number 347-647-0200? Right. Yeah. Uh, it doesn't look like you're enrolled in any coverage there. Well, I, I was working with Partners Personnel who did give me temporary work, but I- I've since found full-time work outside of that. Well, they don't auto-enroll you, so if you're not... If you didn't get enrolled in any coverage, you don't have anything to worry about, sir. So I just let it go? Yes, sir. You're not enrolled in anything- Oh, so there's nothing I... Right, so there's nothing I have to do then? No, sir. Is that right? As far as Health Insurance goes- Okay. I just wanted to... No, I just wanted to make sure there was... if there was anything I had to do. Right. Well, is there anything else I can help you with today, Mr. Kass? Uh, no, that was it, but thank you. All right. Well, thanks for calling Benefits in a Car. I hope you have a great rest of your week. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... to calling Benefits in a Car. This is Malcolm, how can I help you?

Speaker speaker_2: Hi. Um, I would not like to enroll in benefits, but I'd like to, uh, discontinue the service because I found a job.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, none anymore. Uh, it, it was Partners Personnel, but I'd like to cancel that.

Speaker speaker_1: All right. What's the last four of your Social?

Speaker speaker_2: It's, uh, 7352.

Speaker speaker_1: First name?

Speaker speaker_2: Scott.

Speaker speaker_1: Say that again?

Speaker speaker_2: Scott. S-T-T-O-C.

Speaker speaker_1: All right, and last name?

Speaker speaker_2: Kass. K-A-S-S.

Speaker speaker_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Address is, uh, well, it was 113 Piute Trail in Albertville. And, uh, date of birth is January 3rd, 1986.

Speaker speaker_1: Yeah, so your phone number 347-647-0200?

Speaker speaker_2: Right.

Speaker speaker_1: Yeah. Uh, it doesn't look like you're enrolled in any coverage there.

Speaker speaker_2: Well, I, I was working with Partners Personnel who did give me temporary work, but I- I've since found full-time work outside of that.

Speaker speaker_1: Well, they don't auto-enroll you, so if you're not... If you didn't get enrolled in any coverage, you don't have anything to worry about, sir.

Speaker speaker_2: So I just let it go?

Speaker speaker_1: Yes, sir. You're not enrolled in anything-

Speaker speaker_2: Oh, so there's nothing I... Right, so there's nothing I have to do then?

Speaker speaker_1: No, sir.

Speaker speaker_2: Is that right?

Speaker speaker_1: As far as Health Insurance goes-

Speaker speaker_2: Okay. I just wanted to... No, I just wanted to make sure there was... if there was anything I had to do.

Speaker speaker_1: Right. Well, is there anything else I can help you with today, Mr. Kass?

Speaker speaker_2: Uh, no, that was it, but thank you.

Speaker speaker_1: All right. Well, thanks for calling Benefits in a Car. I hope you have a great rest of your week.

Speaker speaker_2: You too. Bye-bye.