

Transcript: Malcolm

Nash-5507594768138240-6184516393156608

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Yes, I just got disconnected. I was opting out and she's supposed to send me an email to my email. I mean, a message to my email. You're telling me that you declined the coverage. Is that what you're referring to? I was... Yes, I was trying to decline and make sure it's, um, make sure I opt out of the coverage. What, what staffing company you work for? Surge Staffing in London, Ohio. And what's the last four on your social? 3906. First name? Randell Barnes. For security purposes, can you verify your address and date of birth for me? 32... I mean, 3121 Colum... I mean, Columbus, Ohio 0214 1987. Can you give me your address? Uh, 21... I mean, I keep saying 21. 3121 West Broad, Columbus, Ohio. Thank you. Your social security number is 614-597-1694? Yes. And your email is randellburns84@gmail.com? Yes. All right, yeah. It looks like you already got declined for you, Mr. Barnes. Was there anything else I can help you with today? Um, I'm supposed to... Um, I got an email that she's supposed to send to me, but we got disconnected. I see. So you're just looking to see if you received the email she sent with the benefits guide in it? Yes, there you go. Yep. So did you receive it? Nope. I'm looking at the phone now. Are you looking in your spam inbox because sometimes it goes to your spam as well? I'm about to check now. Um, no, I don't see it. What does it suppose to say? Town... No. It should be... It should be info@benefitsintheCard.com. Nope. All right. I'll just resend it to your email. Hmm. All right. So I'm opted out? Yes, sir. Was there anything else I can help you with today, Mr. Barnes? No, that's it, sir. All right. If there's nothing else- Thank you. ... um, ask me, ask me what happened. It looks like it bounced because that email isn't showing up. Eh, how does she spell my name? Well, the e- the email is spelled R-E-N-D-E-L burns84@gmail.com. No. It's R-A-N-D-E-L-L B-A-R-N-E-S. So it's Randall? Yeah, Randell. Randell. Yeah. She spelled my whole... All my other names like that? Mm-hmm. I got to fix in the system. No, there you go. No, it's R-A-N-D-E-L-L. Is that how you spell your name? Yes. R-A-N-D-E-L-L B-A-R-N-E-S, Burns, B-A-R-N-E-S. All right. I'll just send it to your email again. Let's see if it'll be in my spam. Sometimes it does go to spam. Yes, sir. Hmm. Oh, that bounced back, too. Huh? How did you get my name? That one bounced back to me. R-A-N-D-E-L-L B-U-R-N-S 84 at gmail.com. No, B-A... B-A... R-A-N-D-E-L-L B-A-R-N-E-S84@gmail.com. You said B-A-R-N-E-S? Yes. B as in boy, A as in apple, R... B-A-R-N-E-S. Yes. Just once one more time. I should... Just say that one more time. R-A-N-D-E-L-L, B as in boy, A as in apple, R as in rabbit, N-E-S. Oh, I see. It says benefit guide, info benefit guide. Yep. I got it. So, um, is my... All my other names spelled like that too? Yeah, I corrected it in the system. Okay, thank you. No problem, Mr. Barnes. Was there anything I can help you with today? No, thank you. Just making sure I'm opted out. Oh, you're fine. Yeah, we got you declined. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Okay, thank you.

Conversation Format

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

Speaker speaker_1: Yes, I just got disconnected. I was opting out and she's supposed to send me an email to my email. I mean, a message to my email.

Speaker speaker_0: You're telling me that you declined the coverage. Is that what you're referring to?

Speaker speaker_1: I was... Yes, I was trying to decline and make sure it's, um, make sure I opt out of the coverage.

Speaker speaker_0: What, what staffing company you work for?

Speaker speaker_1: Surge Staffing in London, Ohio.

Speaker speaker_0: And what's the last four on your social?

Speaker speaker_1: 3906.

Speaker speaker_0: First name?

Speaker speaker_1: Randell Barnes.

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

Speaker speaker_1: 32... I mean, 3121 Colum... I mean, Columbus, Ohio 0214 1987.

Speaker speaker_0: Can you give me your address?

Speaker speaker_1: Uh, 21... I mean, I keep saying 21. 3121 West Broad, Columbus, Ohio.

Speaker speaker_0: Thank you. Your social security number is 614-597-1694?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is randellburns84@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, yeah. It looks like you already got declined for you, Mr. Barnes. Was there anything else I can help you with today?

Speaker speaker_1: Um, I'm supposed to... Um, I got an email that she's supposed to send to me, but we got disconnected.

Speaker speaker_0: I see. So you're just looking to see if you received the email she sent with the benefits guide in it?

Speaker speaker_1: Yes, there you go. Yep.

Speaker speaker_0: So did you receive it?

Speaker speaker_1: Nope. I'm looking at the phone now.

Speaker speaker_0: Are you looking in your spam inbox because sometimes it goes to your spam as well?

Speaker speaker_1: I'm about to check now. Um, no, I don't see it. What does it suppose to say? Town... No.

Speaker speaker_0: It should be... It should be info@benefitsintheCard.com.

Speaker speaker_1: Nope.

Speaker speaker_0: All right. I'll just resend it to your email.

Speaker speaker_1: Hmm. All right. So I'm opted out?

Speaker speaker_0: Yes, sir. Was there anything else I can help you with today, Mr. Barnes?

Speaker speaker_1: No, that's it, sir.

Speaker speaker_0: All right. If there's nothing else-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... um, ask me, ask me what happened. It looks like it bounced because that email isn't showing up.

Speaker speaker_1: Eh, how does she spell my name?

Speaker speaker_0: Well, the e- the email is spelled R-E-N-D-E-L burns84@gmail.com.

Speaker speaker_1: No. It's R-A-N-D-E-L-L B-A-R-N-E-S.

Speaker speaker_0: So it's Randall?

Speaker speaker_1: Yeah, Randell.

Speaker speaker_0: Randell. Yeah.

Speaker speaker_1: She spelled my whole... All my other names like that?

Speaker speaker_0: Mm-hmm. I got to fix in the system.

Speaker speaker_1: No, there you go. No, it's R-A-N-D-E-L-L.

Speaker speaker_0: Is that how you spell your name?

Speaker speaker_1: Yes. R-A-N-D-E-L-L B-A-R-N-E-S, Burns, B-A-R-N-E-S.

Speaker speaker_0: All right. I'll just send it to your email again.

Speaker speaker_1: Let's see if it'll be in my spam.

Speaker speaker_0: Sometimes it does go to spam. Yes, sir.

Speaker speaker_1: Hmm.

Speaker speaker_0: Oh, that bounced back, too.

Speaker speaker_1: Huh? How did you get my name?

Speaker speaker_0: That one bounced back to me. R-A-N-D-E-L-L B-U-R-N-S 84 at gmail.com.

Speaker speaker_1: No, B-A... B-A... R-A-N-D-E-L-L B-A-R-N-E-S84@gmail.com.

Speaker speaker_0: You said B-A-R-N-E-S?

Speaker speaker_1: Yes. B as in boy, A as in apple, R... B-A-R-N-E-S.

Speaker speaker_0: Yes. Just once one more time. I should... Just say that one more time.

Speaker speaker_1: R-A-N-D-E-L-L, B as in boy, A as in apple, R as in rabbit, N-E-S. Oh, I see. It says benefit guide, info benefit guide.

Speaker speaker_0: Yep.

Speaker speaker_1: I got it. So, um, is my... All my other names spelled like that too?

Speaker speaker_0: Yeah, I corrected it in the system.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem, Mr. Barnes. Was there anything I can help you with today?

Speaker speaker_1: No, thank you. Just making sure I'm opted out.

Speaker speaker_0: Oh, you're fine. Yeah, we got you declined. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: Okay, thank you.