

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Uh, yes, my name is Jimmy Davis. I was wondering what this was. I, uh... Is this, uh, something through Surge, uh, Strategy? So, do you have an ID? Do you work for Surge? Yes. Right. So that's... So it's health insurance offered through Surge. If you're calling to decline the coverage, I can decline it for you. Yeah, I want to decline it. What, do they automatically, they automatically put it on? Yes, sir. Oh. Yeah, I wanna decline it. What's the last four of your social? Mr. Davis. Uh, 4028. And your first name? Jimmy. Okay. Jimmy? Yeah, Jimmy Davis. For security purposes, can you verify your address and date of birth for me? Uh, 205 Bookadelle Road, Apartment 34. And my date of birth is March 19th, 1970. So it looks like you already declined it, Mr. Davis. I haven't called y'all. I, I got the... I got this text a couple of days ago that said, uh, "Congratulations on your job," thing. I never re-... declined it. I gotta decline for you. That's why I called today. I gotta decline for you- Okay, come on. ... Mr. Davis. Was there anything else I can help you with today? Uh, that's it. Somebody else must've called or something, because this is the first time I've called. No, sir. I just... I made the mistake. I did it today. I see where it said... I declined it today. I had already hit it and I hadn't gotten to it yet. Oh, okay. Okay, okay. I, I understand now. Thank you. No problem, Mr. Davis. You have a great rest of your week. Uh-huh.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, yes, my name is Jimmy Davis. I was wondering what this was. I, uh... Is this, uh, something through Surge, uh, Strategy?

Speaker speaker_1: So, do you have an ID? Do you work for Surge?

Speaker speaker_2: Yes.

Speaker speaker_1: Right. So that's... So it's health insurance offered through Surge. If you're calling to decline the coverage, I can decline it for you.

Speaker speaker_2: Yeah, I want to decline it. What, do they automatically, they automatically put it on?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Oh. Yeah, I wanna decline it.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: Mr. Davis. Uh, 4028.

Speaker speaker_1: And your first name?

Speaker speaker_2: Jimmy.

Speaker speaker_1: Okay. Jimmy?

Speaker speaker_2: Yeah, Jimmy Davis.

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

Speaker speaker_2: Uh, 205 Bookadelle Road, Apartment 34. And my date of birth is March 19th, 1970.

Speaker speaker_1: So it looks like you already declined it, Mr. Davis.

Speaker speaker_2: I haven't called y'all. I, I got the... I got this text a couple of days ago that said, uh, "Congratulations on your job," thing. I never re-... declined it.

Speaker speaker_1: I gotta decline for you.

Speaker speaker_2: That's why I called today.

Speaker speaker_1: I gotta decline for you-

Speaker speaker_2: Okay, come on.

Speaker speaker_1: ... Mr. Davis. Was there anything else I can help you with today?

Speaker speaker_2: Uh, that's it. Somebody else must've called or something, because this is the first time I've called.

Speaker speaker_1: No, sir. I just... I made the mistake. I did it today. I see where it said... I declined it today. I had already hit it and I hadn't gotten to it yet.

Speaker speaker_2: Oh, okay. Okay, okay. I, I understand now. Thank you.

Speaker speaker_1: No problem, Mr. Davis. You have a great rest of your week.

Speaker speaker_2: Uh-huh.