

## **Transcript: Malcolm**

**Nash-5549513738862592-6637680210526208**

### **Full Transcript**

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, yes, um, I'm calling about w- what are the benefits? Like how do I set it up? What staffing company do you work for? Uh, Partners Personal. What's the last four of your social? Uh, 3841. First name? Joshua. Last name? Francisco. For security purposes, can you verify your address and date of birth for me? Uh, 2912 East Presidio Road, 10188. Can you verify it one more time for me, sir? 2912 East Presidio Road, 10188. I need to see your state and ZIP code as well. Say what? Excuse me? I need to see your state and ZIP code as well. Uh, it's 85716 2008. And your city and state? Thank you. Can I get your phone number? 2008. Thank you. So we got your phone number, 520-697-8548? Yes. And your email is jjfrancisco4az@gmail.com? Yes. Thank you. All right. What type of coverage were you looking to get enrolled into? Um, I don't know. They just, they just told me what to enroll in benefits with. So I'm just kinda seeing... But you don't have to get en... You don't have to enrolled. It's for the health insurance offering through Partners Personnel. Oh, right. Oh, okay. Yeah, I thought I had to, so that's why I called. Oh, no. You don't... It's not mandatory. It's just them offering you health insurance through Partners Personnel. Oh, okay. Yeah. All right. Well, I'm not gonna enroll then. All right. Well, is there anything else I can help you with today, Mr. Joshua? Um, no, that'll be it. Thank you. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your day. All right. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Uh, yes, um, I'm calling about w- what are the benefits? Like how do I set it up?

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

Speaker speaker\_1: Uh, Partners Personal.

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

Speaker speaker\_1: Uh, 3841.

Speaker speaker\_0: First name?

Speaker speaker\_1: Joshua.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Francisco.

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

Speaker speaker\_1: Uh, 2912 East Presidio Road, 10188.

Speaker speaker\_0: Can you verify it one more time for me, sir?

Speaker speaker\_1: 2912 East Presidio Road, 10188.

Speaker speaker\_0: I need to see your state and ZIP code as well.

Speaker speaker\_1: Say what? Excuse me?

Speaker speaker\_0: I need to see your state and ZIP code as well.

Speaker speaker\_1: Uh, it's 85716 2008.

Speaker speaker\_0: And your city and state? Thank you. Can I get your phone number?

Speaker speaker\_1: 2008.

Speaker speaker\_0: Thank you. So we got your phone number, 520-697-8548?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email is jjfrancisco4az@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. All right. What type of coverage were you looking to get enrolled into?

Speaker speaker\_1: Um, I don't know. They just, they just told me what to enroll in benefits with. So I'm just kinda seeing...

Speaker speaker\_0: But you don't have to get en... You don't have to enrolled. It's for the health insurance offering through Partners Personnel.

Speaker speaker\_1: Oh, right. Oh, okay. Yeah, I thought I had to, so that's why I called.

Speaker speaker\_0: Oh, no. You don't... It's not mandatory. It's just them offering you health insurance through Partners Personnel.

Speaker speaker\_1: Oh, okay. Yeah. All right. Well, I'm not gonna enroll then.

Speaker speaker\_0: All right. Well, is there anything else I can help you with today, Mr. Joshua?

Speaker speaker\_1: Um, no, that'll be it. Thank you.

Speaker speaker\_0: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your day.

Speaker speaker\_1: All right. You too.

Speaker speaker\_0: Thank you.