

Transcript: Malcolm

Nash-5582461723525120-4649148351561728

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Cart. This is Malcolm. How can I help you? Hi. Um, I got a text message about I'll be auto-enrolled, and I don't know what this is. I guess there's something about a health plan. What staffing company do you work for? Serge. So that's the automatic text that goes out to new hires congratulating them on the job with Surge and letting them know they have 30 days to either get enrolled or decline the coverage or they'll be auto-enrolled into their plan they offer. Uh, cannot decline it? Yes, ma'am. What's the last four of your social? 8672. First name? Marquita. Last name? Wynn. And for security purposes can you verify your address and date of birth for me? 101 Cook C Avenue, uh, 32891. Can you say that one more time for me, ma'am? 101 Cook C Avenue, 32891. And your city, state, and zip code? FarmRings, South Carolina 29301. Yeah, would you like your phone number, 572-8447? Yes. Like it email us M-W-Y-N-N 26i-iCloud.com? Mm-hmm. Yeah. So it looks like you already declined it, Ms. Wynn. Okay. Okay. Is there anything else I can help you with today? No, sir. All right. Well, thanks for calling Benefits in the Cart. I hope you have a great rest of your day. You as well. Say that again. Say that again. For you as well. Oh, thank you. Mm-hmm.

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 Cart. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. Um, I got a text message about I'll be auto-enrolled, and I don't know what this is. I guess there's something about a health plan.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Serge.

Speaker speaker_1: So that's the automatic text that goes out to new hires congratulating them on the job with Surge and letting them know they have 30 days to either get enrolled or decline the coverage or they'll be auto-enrolled into their plan

Speaker speaker_3: they offer.

Speaker speaker_2: Uh, cannot decline it?

Speaker speaker_1: Yes, ma'am. What's the last four of your social?

Speaker speaker_2: 8672.

Speaker speaker_1: First name?

Speaker speaker_2: Marquita.

Speaker speaker_1: Last name?

Speaker speaker_2: Wynn.

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

Speaker speaker_2: 101 Cook C Avenue, uh, 32891.

Speaker speaker_1: Can you say that one more time for me, ma'am?

Speaker speaker_2: 101 Cook C Avenue, 32891.

Speaker speaker_1: And your city, state, and zip code?

Speaker speaker_2: FarmRings, South Carolina 29301.

Speaker speaker_1: Yeah, would you like your phone number, 572-8447?

Speaker speaker_2: Yes.

Speaker speaker_1: Like it email us M-W-Y-N-N 26i-iCloud.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Yeah. So it looks like you already declined it, Ms. Wynn.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Is there anything else I can help you with today?

Speaker speaker_2: No, sir.

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

Speaker speaker_2: You as well.

Speaker speaker_1: Say that again. Say that again.

Speaker speaker_2: For you as well.

Speaker speaker_1: Oh, thank you.

Speaker speaker_2: Mm-hmm.