

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Uh, this is Ma-Marian Bodisomi. I saw, I saw the message about the auto enrollment. Mm-hmm. What staffing company you work for, Surge? Yes. All right. Well, you want to decline the coverage? It... 'Cause I just received a message that say, "Congrats on your job with Surge. You'll be auto enrolled in-" Yeah, that's an aut- "... Mac-" Yeah, that's a automatic text that comes for the new hires congratulating them on getting a job with Surge, letting them know they have 30 days to either get enrolled or decline the health insurance, or they'll be auto enrolled into the MEC plan. It's for health insurance through Surge. Oh, it's for health insurance? Health insurance. Yes, sir. Well, that's why... 'Cause this is... I have to call the number before they make any change. Yeah. Well, you want to decline the coverage? Well, you want to get enrolled? Yes. Which one, sir? When was the enrollment in this? So you want to, you want to get enrolled? That what you're saying, sir? No, I, I want to know what's the meaning of getting enrolled? You said, "What's the minimum of getting enrolled?" No, the, the definition of getting en- enrolled? Like, do you want to have health insurance through Surge? Are you wanting to get enrolled in... The enroll mean that you want the health insurance offered through Surge. Oh, no. I thought, I thought it's like getting hired. About getting hired? Yes. I wouldn't be able to help you with that. This is for the health insurance portion. All I would be able to do is decline the health insurance if you want me to do that for you. Or get you enrolled, and it will start once you start working. But I wouldn't be able to help you get a job anywhere. Okay. All right, thank you so much. No problem. Did you want me to decline it or anything? Y- yes, 'cause, uh, I don't have the health insurance right now. All right. What's the last four of your social? Last four of social number, soc- soc- social number. Yeah. Mm-hmm. Yeah. Soot-wa. The last four. Mm-hmm. 8803. First name? Marian. Last name? Bodisomi. And for security purposes, can you verify your address and date of birth for me? 240 Willow Ridgeway. That's the address. The zip code is 3... 30002. And your date of birth? October 29th, 1979. I, I got that declined for Mr., for you, Mr. Marian. Was there anything else I could help you with today? No. All right. Thanks for calling Benefits in a Car. I hope you have a great rest of your week, man. Okay. You too, sir. Appreciate it. Thank you.

Conversation Format

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

Speaker speaker_1: Uh, this is Ma- Marian Bodisomi. I saw, I saw the message about the auto enrollment.

Speaker speaker_0: Mm-hmm. What staffing company you work for, Surge?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Well, you want to decline the coverage?

Speaker speaker_1: It... 'Cause I just received a message that say, "Congrats on your job with Surge. You'll be auto enrolled in-"

Speaker speaker_0: Yeah, that's an aut-

Speaker speaker_1: "... Mac-"

Speaker speaker_0: Yeah, that's a automatic text that comes for the new hires congratulating them on getting a job with Surge, letting them know they have 30 days to either get enrolled or decline the health insurance, or they'll be auto enrolled into the MEC plan. It's for health insurance through Surge.

Speaker speaker_1: Oh, it's for health insurance?

Speaker speaker_0: Health insurance. Yes, sir.

Speaker speaker_1: Well, that's why... 'Cause this is... I have to call the number before they make any change.

Speaker speaker_0: Yeah. Well, you want to decline the coverage? Well, you want to get enrolled?

Speaker speaker_1: Yes.

Speaker speaker_0: Which one, sir?

Speaker speaker_1: When was the enrollment in this?

Speaker speaker_0: So you want to, you want to get enrolled? That what you're saying, sir?

Speaker speaker_1: No, I, I want to know what's the meaning of getting enrolled?

Speaker speaker_0: You said, "What's the minimum of getting enrolled?"

Speaker speaker_1: No, the, the definition of getting en- enrolled?

Speaker speaker_0: Like, do you want to have health insurance through Surge? Are you wanting to get enrolled in... The enroll mean that you want the health insurance offered through Surge.

Speaker speaker_1: Oh, no. I thought, I thought it's like getting hired.

Speaker speaker_0: About getting hired?

Speaker speaker_1: Yes.

Speaker speaker_0: I wouldn't be able to help you with that. This is for the health insurance portion. All I would be able to do is decline the health insurance if you want me to do that for you. Or get you enrolled, and it will start once you start working. But I wouldn't be able to help you get a job anywhere.

Speaker speaker_1: Okay. All right, thank you so much.

Speaker speaker_0: No problem. Did you want me to decline it or anything?

Speaker speaker_1: Y- yes, 'cause, uh, I don't have the health insurance right now.

Speaker speaker_0: All right. What's the last four of your social?

Speaker speaker_1: Last four of social number, soc- soc- social number.

Speaker speaker_2: Yeah.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: Yeah. Soot-wa.

Speaker speaker_1: The last four.

Speaker speaker_2: Mm-hmm. 8803.

Speaker speaker_0: First name?

Speaker speaker_2: Marian.

Speaker speaker_0: Last name?

Speaker speaker_2: Bodisomi.

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

Speaker speaker_1: 240 Willow Ridgeway. That's the address. The zip code is 3... 30002.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: October 29th, 1979.

Speaker speaker_0: I, I got that declined for Mr., for you, Mr. Marian. Was there anything else I could help you with today?

Speaker speaker_1: No.

Speaker speaker_0: All right. Thanks for calling Benefits in a Car. I hope you have a great rest of your week, man.

Speaker speaker_1: Okay. You too, sir. Appreciate it.

Speaker speaker_0: Thank you.