

## **Transcript: Malcolm**

**Nash-5639835663417344-5050672576675840**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Um, yes, this is Franklin Hardiman and, um, I have received a message through y'all through Crown. Okay. What did the message say, sir? Um, about me, um, call them within 30 days about some benefits, I think. Well, you want to decline the coverage or you just want to get information? Uh, I'm just trying to see... Not... Trying to find out what it was talking about. There's health insurance offered through Crown. Okay. Um, I guess I'm trying to get some information on it, see what it... Okay. What's the last four of your social? 9-5-72. You said 9572? Yes. First name? Franklin. Say that again? Franklin. And last name? Hardiman. All right. For security purposes, can you verify your address and date of birth for me? 436 Terry Way, 10-1-1980. I need to see state zip code as well. 37042. Clarksville, Tennessee. Thank you. So we got your phone number as 931-251-4364. 4364. So 931-251-4364? Yes, sir. And the email is franklinhardimanaide@gmail.com? Yes. All right. So what I'm gonna do, I'm going to send you the benefits guide. Um, did you want to decline the covers or did you want to wait? Because if you don't decline the covers, they do auto-enroll you into the plan. Um, I don't want to decline it right now. I want, um, see what is, what, what is offered. All right. Well, I just sent you the benefits guide to look over the plan if they have a offer as well. Okay. Was there anything else I can help you with today, Mr. Franklin? Uh, no, sir. I guess that'll be it. All right. If there's nothing else, Mr. Franklin, thanks for calling Benefits in the Car. I hope you have a great rest of your evening. All right. Thank you. No problem.

### **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 Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Um, yes, this is Franklin Hardiman and, um, I have received a message through y'all through Crown.

Speaker speaker\_1: Okay. What did the message say, sir?

Speaker speaker\_2: Um, about me, um, call them within 30 days about some benefits, I think.

Speaker speaker\_1: Well, you want to decline the coverage or you just want to get information?

Speaker speaker\_2: Uh, I'm just trying to see... Not... Trying to find out what it was talking about.

Speaker speaker\_1: There's health insurance offered through Crown.

Speaker speaker\_2: Okay. Um, I guess I'm trying to get some information on it, see what it...

Speaker speaker\_1: Okay. What's the last four of your social?

Speaker speaker\_2: 9-5-72.

Speaker speaker\_1: You said 9572?

Speaker speaker\_2: Yes.

Speaker speaker\_1: First name?

Speaker speaker\_2: Franklin.

Speaker speaker\_1: Say that again?

Speaker speaker\_2: Franklin.

Speaker speaker\_1: And last name?

Speaker speaker\_2: Hardiman.

Speaker speaker\_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 436 Terry Way, 10-1-1980.

Speaker speaker\_1: I need to see state zip code as well.

Speaker speaker\_2: 37042. Clarksville, Tennessee.

Speaker speaker\_1: Thank you. So we got your phone number as 931-251-4364.

Speaker speaker\_2: 4364.

Speaker speaker\_1: So 931-251-4364?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email is franklinhardimanaide@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. So what I'm gonna do, I'm going to send you the benefits guide. Um, did you want to decline the covers or did you want to wait? Because if you don't decline the covers, they do auto-enroll you into the plan.

Speaker speaker\_2: Um, I don't want to decline it right now. I want, um, see what is, what, what is offered.

Speaker speaker\_1: All right. Well, I just sent you the benefits guide to look over the plan if they have a offer as well.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Was there anything else I can help you with today, Mr. Franklin?

Speaker speaker\_2: Uh, no, sir. I guess that'll be it.

Speaker speaker\_1: All right. If there's nothing else, Mr. Franklin, thanks for calling Benefits in the Car. I hope you have a great rest of your evening.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: No problem.