

Transcript: Malcolm

Nash-5654515606142976-4505525955117056

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Good morning, Malcolm. How are you doing today? I'm doing good. How about you? Good, good. I'm calling about my, uh, benefits. That's what you helped me with? Yes, sir. Of course. What staffing company do you work for? Uh, Noor Staffing. You say Noor Staffing? Correct. Let's go ahead and pull up your social. 1913. First name? Edgar. Last name? Rentas, R-E-N-T-A-S. All right. For security purposes, can you verify your address and date of birth for me? Uh, 11/30/1979, uh, 4200 Hutchinson River Parkway East, Apartment 15E, that's with an echo, Bronx, New York, 10475. Thank you. Let's see, we got your phone number, 845-608-4087? Correct. And then your email is edgar... I.rentas@... I.rentas... Yep, @aol.com? Aha, correct. All right. How can I help you today, Mr. Edgar? Um, so my first question is, am I enrolled in benefits and when does it start to come out? It doesn't look like you got enrolled in anything yet. Okay. And if I don't make any, um, elections, it will continue as is? So you, you mean you won't have any coverage? Yes. Right. Okay. So, uh, yeah. I'm, uh, I'm looking to opt out of it, um, because I didn't think it was suitable for me. So they don't auto-enroll, so you don't have anything to worry about. Okay, perfect. All right. That's what I wanted to, to make sure and verify. You just want to make sure you didn't get auto-enrolled into any coverage? Correct, correct. I mean, how can I... Uh, if you just want to decline it, I can just go ahead and put it in the system that you're declining it? Oh, yeah. Oh, yeah, yeah. You can do that for me. All right. Well, is there anything else I can help you with today, Mr. Edgar? That'll be all. You have a great day. You too, man. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm, how can I help you?

Speaker speaker_1: Good morning, Malcolm. How are you doing today?

Speaker speaker_0: I'm doing good. How about you?

Speaker speaker_1: Good, good. I'm calling about my, uh, benefits. That's what you helped me with?

Speaker speaker_0: Yes, sir. Of course. What staffing company do you work for?

Speaker speaker_1: Uh, Noor Staffing.

Speaker speaker_0: You say Noor Staffing?

Speaker speaker_1: Correct.

Speaker speaker_0: Let's go ahead and pull up your social.

Speaker speaker_1: 1913.

Speaker speaker_0: First name?

Speaker speaker_1: Edgar.

Speaker speaker_0: Last name?

Speaker speaker_1: Rentas, R-E-N-T-A-S.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, 11/30/1979, uh, 4200 Hutchinson River Parkway East, Apartment 15E, that's with an echo, Bronx, New York, 10475.

Speaker speaker_0: Thank you. Let's see, we got your phone number, 845-608-4087?

Speaker speaker_1: Correct.

Speaker speaker_0: And then your email is edgar...

Speaker speaker_1: I.rentas@...

Speaker speaker_0: I.rentas... Yep, @aol.com?

Speaker speaker_1: Aha, correct.

Speaker speaker_0: All right. How can I help you today, Mr. Edgar?

Speaker speaker_1: Um, so my first question is, am I enrolled in benefits and when does it start to come out?

Speaker speaker_0: It doesn't look like you got enrolled in anything yet.

Speaker speaker_1: Okay. And if I don't make any, um, elections, it will continue as is?

Speaker speaker_0: So you, you mean you won't have any coverage? Yes.

Speaker speaker_1: Right. Okay. So, uh, yeah. I'm, uh, I'm looking to opt out of it, um, because I didn't think it was suitable for me.

Speaker speaker_0: So they don't auto-enroll, so you don't have anything to worry about.

Speaker speaker_1: Okay, perfect. All right. That's what I wanted to, to make sure and verify.

Speaker speaker_0: You just want to make sure you didn't get auto-enrolled into any coverage?

Speaker speaker_1: Correct, correct.

Speaker speaker_0: I mean, how can I... Uh, if you just want to decline it, I can just go ahead and put it in the system that you're declining it?

Speaker speaker_1: Oh, yeah. Oh, yeah, yeah. You can do that for me.

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Mr. Edgar?

Speaker speaker_1: That'll be all. You have a great day.

Speaker speaker_0: You too, man. Thank you.

Speaker speaker_1: Bye-bye.