

Transcript: Malcolm

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Full Transcript

This is Malcolm with Benefits and the Cards. Hi, Malcolm. This is Dominique Welsh calling you back. Okay. How can I help you? You just called me, um, in regards to the benefits. Um... Oh, with BG Staffing. Okay. Yes. Um, could you verify your address and date of birth for me? It's, uh, 4497 Hidden Stone Avenue, Las Vegas, Nevada 89141. And you needed my date of birth? Hello? Okay. Give me one moment, ma'am. Um, can... All right. Can you verify that one for me one more time? 4497 Hidden Stone Avenue, Las Vegas, Nevada 89141. Thank you. And your date of birth? 12/18/77. Thank you. Right, so yeah, it was in, it was in response to your enrollment form with BG Staffing group, and like, you selected you wanted the virtual primary care but then you also selected to not participate? Yeah, it wouldn't let me up, out of the whole thing. I don't need insurance at all. I have my own insurance. Okay. That was all I called you for, and I got the... I had already declined it since you didn't, we didn't get a response from you. Okay, thank you. No problem, Miss Dominique. I hope you have a great rest of your day. Okay, you too. Buh-bye. Thank you.

Conversation Format

Speaker speaker_0: This is Malcolm with Benefits and the Cards.

Speaker speaker_1: Hi, Malcolm. This is Dominique Welsh calling you back.

Speaker speaker_0: Okay. How can I help you?

Speaker speaker_1: You just called me, um, in regards to the benefits. Um...

Speaker speaker_0: Oh, with BG Staffing. Okay.

Speaker speaker_1: Yes.

Speaker speaker_0: Um, could you verify your address and date of birth for me?

Speaker speaker_1: It's, uh, 4497 Hidden Stone Avenue, Las Vegas, Nevada 89141. And you needed my date of birth? Hello?

Speaker speaker_0: Okay. Give me one moment, ma'am. Um, can... All right. Can you verify that one for me one more time?

Speaker speaker_1: 4497 Hidden Stone Avenue, Las Vegas, Nevada 89141.

Speaker speaker_0: Thank you. And your date of birth?

Speaker speaker_1: 12/18/77.

Speaker speaker_0: Thank you. Right, so yeah, it was in, it was in response to your enrollment form with BG Staffing group, and like, you selected you wanted the virtual primary care but then you also selected to not participate?

Speaker speaker_1: Yeah, it wouldn't let me up, out of the whole thing. I don't need insurance at all. I have my own insurance.

Speaker speaker_0: Okay. That was all I called you for, and I got the... I had already declined it since you didn't, we didn't get a response from you.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem, Miss Dominique. I hope you have a great rest of your day.

Speaker speaker_1: Okay, you too. Buh-bye.

Speaker speaker_0: Thank you.