

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Yeah, I wanna... I'm calling about Surge Healthcare. You want to decline their auto enrollment? Yeah, that it, yep, I wanna decline it. All right, what's the last four of your social? Seven, four, five, three. First name? Brian. Are you a brand new hire? Yep. All right, so I'm gonna have to add you in the system. What's your full social? Two, six, eight, five, six, seven, four, five, three. You said two, six, eight, five, six, seven, four, five, three? Yep. Yes. And Brian, B-R-I-A-N? Yep. Last name? Woods. Address? W-O-O-D-S. Oh. Address? 424 North Main Street, um, Kenton, Ohio, 43326. How do you spell that? I can't hear you. K-E-N-T-O-N. Zip code? Four, three, three, two, six. Four, three, three, two, six. Date of birth? 1/22/62. You said one- 22... 62. Email? BrianPWoods62@gmail. And your phone number. Um, 220-216-5223. You said 220-216-5223? Yeah. Yeah. Huh? That's it, thank you. Oh, okay. I've got that declined for you, Mr. Woods. Was there anything else I can help you with today? Nope. Okay, if there's nothing else, thanks for calling Benefits in the Car. I do hope you have a great weekend, man. All right, thanks. So I'm declining that, right? Yes, sir. I declined it for you. Okay, thank you. All right. You have a good weekend too. You too, thank you. All right.

Conversation Format

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

Speaker speaker_1: Yeah, I wanna... I'm calling about Surge Healthcare.

Speaker speaker_0: You want to decline their auto enrollment?

Speaker speaker_1: Yeah, that it, yep, I wanna decline it.

Speaker speaker_0: All right, what's the last four of your social?

Speaker speaker_1: Seven, four, five, three.

Speaker speaker_0: First name?

Speaker speaker_1: Brian.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yep.

Speaker speaker_0: All right, so I'm gonna have to add you in the system. What's your full social?

Speaker speaker_1: Two, six, eight, five, six, seven, four, five, three.

Speaker speaker_0: You said two, six, eight, five, six, seven, four, five, three?

Speaker speaker_1: Yep.

Speaker speaker_0: Yes. And Brian, B-R-I-A-N?

Speaker speaker_1: Yep.

Speaker speaker_0: Last name?

Speaker speaker_1: Woods.

Speaker speaker_0: Address?

Speaker speaker_1: W-O-O-D-S.

Speaker speaker_0: Oh. Address?

Speaker speaker_1: 424 North Main Street, um, Kenton, Ohio, 43326.

Speaker speaker_0: How do you spell that? I can't hear you.

Speaker speaker_1: K-E-N-T-O-N.

Speaker speaker_0: Zip code?

Speaker speaker_1: Four, three, three, two, six.

Speaker speaker_0: Four, three, three, two, six. Date of birth?

Speaker speaker_1: 1/22/62.

Speaker speaker_0: You said one-

Speaker speaker_1: 22... 62.

Speaker speaker_0: Email?

Speaker speaker_1: BrianPWoods62@gmail.

Speaker speaker_0: And your phone number.

Speaker speaker_1: Um, 220-216-5223.

Speaker speaker_0: You said 220-216-5223?

Speaker speaker_1: Yeah.

Speaker speaker_0: Yeah.

Speaker speaker_1: Huh?

Speaker speaker_0: That's it, thank you.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: I've got that declined for you, Mr. Woods. Was there anything else I can help you with today?

Speaker speaker_1: Nope.

Speaker speaker_0: Okay, if there's nothing else, thanks for calling Benefits in the Car. I do hope you have a great weekend, man.

Speaker speaker_1: All right, thanks. So I'm declining that, right?

Speaker speaker_0: Yes, sir. I declined it for you.

Speaker speaker_1: Okay, thank you. All right. You have a good weekend too.

Speaker speaker_0: You too, thank you.

Speaker speaker_1: All right.