

Transcript: Malcolm

Nash-5932603058634752-5991721085648896

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? Yes, I just received a text message from you guys informing me- What did the text say, ma'am? Um, it says, "Welcome to Partners Personnel. You have 30 days from your first paycheck to enroll in benefits." So that's the automatic text that goes out congratulating you on the job from Partners Personnel letting you know you have 30 days to get enrolled into the health insurance offered. Excuse me. That's okay. So, are you want, were you wanting to get enrolled into the coverage or were you wanting information about the coverage? I just wanted information. How can I help you? Um... Is the benefits for work? Like, when you're working? It's health insurance, so like medical, eye, vision, short-term disability, life insurance. Oh, okay. Um, then never mind. I'm fine 'cause I do have, um, insurance. Right. Well, was there anything else I can help you with today, ma'am? No. Um, is there any way yous, um, able to, you're able to give me like a phone number for like the agency? Because I've been trying to get ahold of the office, but they, they're, they're closed. No, ma'am. I wouldn't have a phone number, uh, unfortunately. Okay, thank you. That's all. No problem. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day. Thank you. You, too. Take care.

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: Yes, I just received a text message from you guys informing me-

Speaker speaker_1: What did the text say, ma'am?

Speaker speaker_2: Um, it says, "Welcome to Partners Personnel. You have 30 days from your first paycheck to enroll in benefits."

Speaker speaker_1: So that's the automatic text that goes out congratulating you on the job from Partners Personnel letting you know you have 30 days to get enrolled into the health insurance offered. Excuse me.

Speaker speaker_2: That's okay.

Speaker speaker_1: So, are you want, were you wanting to get enrolled into the coverage or were you wanting information about the coverage?

Speaker speaker_2: I just wanted information.

Speaker speaker_1: How can I help you?

Speaker speaker_2: Um... Is the benefits for work? Like, when you're working?

Speaker speaker_1: It's health insurance, so like medical, eye, vision, short-term disability, life insurance.

Speaker speaker_2: Oh, okay. Um, then never mind. I'm fine 'cause I do have, um, insurance.

Speaker speaker_1: Right. Well, was there anything else I can help you with today, ma'am?

Speaker speaker_2: No. Um, is there any way yous, um, able to, you're able to give me like a phone number for like the agency? Because I've been trying to get ahold of the office, but they, they're, they're closed.

Speaker speaker_1: No, ma'am. I wouldn't have a phone number, uh, unfortunately.

Speaker speaker_2: Okay, thank you. That's all.

Speaker speaker_1: No problem. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker_2: Thank you. You, too.

Speaker speaker_1: Take care.