

Transcript: Malcolm

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Full Transcript

Benefits in a Car, this is Malcolm. How can I help you? Yeah, I received a call from you guys earlier. Did they leave you a voicemail? Yeah. No, no voicemail. What staffing company do you work for? Uh, for BSG. BGS? BGS, I mean, yes. Last four of your Social. 9683. First name? Salvador. Last name? Ramirez. And for security purposes, can you verify your address and date of birth for me? 5100 Cole Avenue, uh, space 60, Seaside, California, 93905- 93955. And, uh, my date of birth is 8/21/74. You say space 60? Yes. You're saying, what was that, 5100 Cole Ave for? Cole- Cole Avenue Space, uh, 60. Okay. So we got a good phone number, 831-210-5423? Yes. And the email is salvador.ramirez... ramirez187@gmail.com? Yes. Thank you. So it doesn't look like anybody made an outbound call to you, meaning... Did you receive a text message or a phone call? Uh, a phone call, but I... It just- it just- I just have the 1-800 number on there, but, I mean, uh, I was working so I- I didn't- I didn't grab it. Uh, I'm not sure, since there's no note left behind, that anybody made an outbound call to you, so I'm not sure what we're... So we're Benefits in a Car, we're plan administrator for health insurance for staffing companies. We help you guys- Oh, okay. ... you know, enroll from health insurance. Okay, no problem. Give me a call back then. No problem. Give me a call back. I'll wait for the call. Thank you. Okay. I'm actually seeing where... I see that somebody made an outbound call based off a bad form that you submitted with BG Staffing. It looks like you selected you wanted to provide virtual primary care, meaning you also selected to not participate. I think that's why they were calling to verify if you want to get enrolled in services. Oh, okay. No, I choose not to par- participat- participate in that one. All right. And that's all we needed from you, Mr. Salvador. Okay. Sounds good. Thank you. No problem. You have a great weekend, man. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Benefits in a Car, this is Malcolm. How can I help you?

Speaker speaker_1: Yeah, I received a call from you guys earlier.

Speaker speaker_0: Did they leave you a voicemail?

Speaker speaker_1: Yeah. No, no voicemail.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, for BSG.

Speaker speaker_0: BGS?

Speaker speaker_1: BGS, I mean, yes.

Speaker speaker_0: Last four of your Social.

Speaker speaker_1: 9683.

Speaker speaker_0: First name?

Speaker speaker_1: Salvador.

Speaker speaker_0: Last name?

Speaker speaker_1: Ramirez.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 5100 Cole Avenue, uh, space 60, Seaside, California, 93905- 93955. And, uh, my date of birth is 8/21/74.

Speaker speaker_0: You say space 60?

Speaker speaker_1: Yes.

Speaker speaker_0: You're saying, what was that, 5100 Cole Ave for?

Speaker speaker_1: Cole- Cole Avenue Space, uh, 60.

Speaker speaker_0: Okay. So we got a good phone number, 831-210-5423?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is salvador.ramirez... ramirez187@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. So it doesn't look like anybody made an outbound call to you, meaning... Did you receive a text message or a phone call?

Speaker speaker_1: Uh, a phone call, but I... It just- it just- I just have the 1-800 number on there, but, I mean, uh, I was working so I- I didn't- I didn't grab it.

Speaker speaker_0: Uh, I'm not sure, since there's no note left behind, that anybody made an outbound call to you, so I'm not sure what we're... So we're Benefits in a Car, we're plan administrator for health insurance for staffing companies. We help you guys-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... you know, enroll from health insurance.

Speaker speaker_1: Okay, no problem. Give me a call back then. No problem. Give me a call back. I'll wait for the call. Thank you.

Speaker speaker_0: Okay. I'm actually seeing where... I see that somebody made an outbound call based off a bad form that you submitted with BG Staffing. It looks like you selected you wanted to provide virtual primary care, meaning you also selected to not participate. I think that's why they were calling to verify if you want to get enrolled in services.

Speaker speaker_1: Oh, okay. No, I choose not to par- participat- participate in that one.

Speaker speaker_0: All right. And that's all we needed from you, Mr. Salvador.

Speaker speaker_1: Okay. Sounds good. Thank you.

Speaker speaker_0: No problem. You have a great weekend, man.

Speaker speaker_1: You too. Bye-bye.