

Transcript: Malcolm

Nash-5976383261458432-6593635425927168

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card, this is Malcolm, how can I help you? Yes, my name is Mutoni . I can barely hear you, ma'am. Yes, my name is Mutoni. I can't... You're, you're, as soon as you're saying your name, you're getting... It's getting too low for me to hear you. Oh, I said my name is Mutoni. Um... All right. What, what status did you say you're here for? It's a grown. What's the last four of your social? 5732. You said 5703? 7032. 7032, first name? Mutoni, M-U-T-O-N-I. Last name? Ngiransabo. All right. For security purposes, can you verify your address and date of birth for me? It's January 5th, 1995. You said January 5th or 1st? First. January 5th? Yes. 1995? 1995, yes. Can you verify with your full social? Last or, or? The full, the full social please. Oh, it's 7032. No, the full social, ma'am. I need the, the full nine-digit social. Oh, it's a full? Yes, ma'am, the full. Oh, okay. It's 93... Oh no, no, sorry. It's 754937032. Thank you. And the address? 608 ... Apartment B2. Is it apartment B2 or apartment 2B? B2. Okay. Let's see, we got your phone number, 401-954-5158. Yes. And your email is first name, last name '95 at gmail.com? Yes, of course. All right. So how can I help you, Miss Mutoni? So I was looking for your message right now. So that's why I called in for the benefits. Were you wanting to get enrolled or you want to decline? I want to decline, so. You want to decline it? No. So you want to get enrolled? Yes. So I'll see your... You say, "Congratulations, your job well done and you will be accepted into our benefit where the third has meant." Yeah, so- And with the number, I'll call. I wanna make sure. Sorry, you want to get enrolled into the health insurance offered through Crown, or you want to decline it? It's, um, hmm. Yeah, when is the try? You want to decline it? Yes. Okay. I, I got that declined for you, Miss Mutoni. Was there anything else I could help you with today? It's a decline of, hmm. Wait a minute. What kind of decline? You said you want to decline the coverage, correct? Cover? Oh, it's insurance? Yes. Yeah, wait a second. All right. I got it declined for you, Miss Mutoni. Was there anything else I could help, help you with today? No, thank you. Then there's nothing else. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. Oh, thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in a Card, this is Malcolm, how can I help you?

Speaker speaker_2: Yes, my name is Mutoni .

Speaker speaker_1: I can barely hear you, ma'am.

Speaker speaker_2: Yes, my name is Mutoni.

Speaker speaker_1: I can't... You're, you're, as soon as you're saying your name, you're getting... It's getting too low for me to hear you.

Speaker speaker_2: Oh, I said my name is Mutoni. Um...

Speaker speaker_1: All right. What, what status did you say you're here for?

Speaker speaker_2: It's a grown.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 5732.

Speaker speaker_1: You said 5703?

Speaker speaker_2: 7032.

Speaker speaker_1: 7032, first name?

Speaker speaker_2: Mutoni, M-U-T-O-N-I.

Speaker speaker_1: Last name?

Speaker speaker_2: Ngiransabo.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: It's January 5th, 1995.

Speaker speaker_1: You said January 5th or 1st?

Speaker speaker_2: First.

Speaker speaker_1: January 5th?

Speaker speaker_2: Yes.

Speaker speaker_1: 1995?

Speaker speaker_2: 1995, yes.

Speaker speaker_1: Can you verify with your full social?

Speaker speaker_2: Last or, or?

Speaker speaker_1: The full, the full social please.

Speaker speaker_2: Oh, it's 7032.

Speaker speaker_1: No, the full social, ma'am. I need the, the full nine-digit social.

Speaker speaker_2: Oh, it's a full?

Speaker speaker_1: Yes, ma'am, the full.

Speaker speaker_2: Oh, okay. It's 93... Oh no, no, sorry. It's 754937032.

Speaker speaker_1: Thank you. And the address?

Speaker speaker_2: 608 ... Apartment B2.

Speaker speaker_1: Is it apartment B2 or apartment 2B?

Speaker speaker_2: B2.

Speaker speaker_1: Okay. Let's see, we got your phone number, 401-954-5158.

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is first name, last name '95 at gmail.com?

Speaker speaker_2: Yes, of course.

Speaker speaker_1: All right. So how can I help you, Miss Mutoni?

Speaker speaker_2: So I was looking for your message right now. So that's why I called in for the benefits.

Speaker speaker_1: Were you wanting to get enrolled or you want to decline?

Speaker speaker_2: I want to decline, so.

Speaker speaker_1: You want to decline it?

Speaker speaker_2: No.

Speaker speaker_1: So you want to get enrolled?

Speaker speaker_2: Yes. So I'll see your... You say, "Congratulations, your job well done and you will be accepted into our benefit where the third has meant."

Speaker speaker_1: Yeah, so-

Speaker speaker_2: And with the number, I'll call. I wanna make sure.

Speaker speaker_1: Sorry, you want to get enrolled into the health insurance offered through Crown, or you want to decline it?

Speaker speaker_2: It's, um, hmm. Yeah, when is the try?

Speaker speaker_1: You want to decline it?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I, I got that declined for you, Miss Mutoni. Was there anything else I could help you with today?

Speaker speaker_2: It's a decline of, hmm. Wait a minute. What kind of decline?

Speaker speaker_1: You said you want to decline the coverage, correct?

Speaker speaker_2: Cover? Oh, it's insurance?

Speaker speaker_1: Yes.

Speaker speaker_2: Yeah, wait a second.

Speaker speaker_1: All right. I got it declined for you, Miss Mutoni. Was there anything else I could help, help you with today?

Speaker speaker_2: No, thank you.

Speaker speaker_1: Then there's nothing else. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: Oh, thank you.