

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... to calling Benefits in a Car. This is Malcolm. How, how can I help you? Yeah, I'm calling to, uh, to, uh, renew my benefits, uh, to do my annual enrollment. What staffing company do you work for? I work for Oxford. The last four of your Social. 2-6-8-3. You said 2-6-8-3? Yeah. First name? Efthemios. That's E-F-T-H-E-M-I-O-S. Last name? Last name... Yeah, last name is T as in Tom, F-E-L-I-O-S. Okay. For security purposes, can you verify your address and date of birth for me? Yeah. So my address is 54 McCusker Drive. That's M-C-C-U-S-K-E-R Drive, Number 4, Braintree, Massachusetts 02184. Thank you. And your date of birth? 4-7-74. Thank you. So we got your phone number, 617-312-6312? Correct. And the email is last name, T, @outlook.com? Correct. Thank you. All right. So you say you wanna renew your coverage or you wanna make changes? I don't wanna make changes. It just said that I just got a couple, um, uh, emails that said that I have to, uh, do it, you know, the annual enrollment. I didn't think I needed to, but I keep on getting emails, so I just- Yeah, it's gonna roll over onto yours. Oh, it is? So I don't need to do anything additional? It's just gonna- Unless you want to make any changes. No, sir. No, I don't wanna make any changes. I want everything as is. Can you just go over them please? Real quick. So you have the dental... You have the dental- Yeah. ... short-term disability, life insurance, and a vision. Perfect. That's, that's all I needed. Okay. Well, was there anything else I can help you with today, Mr. Efthemios? That is all, sir. Thank you. No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your week. Yep, you too. Be safe. Thank you. Thank you. You too. Bye. Yeah.

Conversation Format

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

Speaker speaker_1: ... to calling Benefits in a Car. This is Malcolm. How, how can I help you?

Speaker speaker_2: Yeah, I'm calling to, uh, to, uh, renew my benefits, uh, to do my annual enrollment.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: I work for Oxford.

Speaker speaker_1: The last four of your Social.

Speaker speaker_2: 2-6-8-3.

Speaker speaker_1: You said 2-6-8-3?

Speaker speaker_2: Yeah.

Speaker speaker_1: First name?

Speaker speaker_2: Efthemios. That's E-F-T-H-E-M-I-O-S.

Speaker speaker_1: Last name?

Speaker speaker_2: Last name... Yeah, last name is T as in Tom, F-E-L-I-O-S.

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

Speaker speaker_2: Yeah. So my address is 54 McCusker Drive. That's M-C-C-U-S-K-E-R Drive, Number 4, Braintree, Massachusetts 02184.

Speaker speaker_1: Thank you. And your date of birth?

Speaker speaker_2: 4-7-74.

Speaker speaker_1: Thank you. So we got your phone number, 617-312-6312?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email is last name, T, @outlook.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Thank you. All right. So you say you wanna renew your coverage or you wanna make changes?

Speaker speaker_2: I don't wanna make changes. It just said that I just got a couple, um, uh, emails that said that I have to, uh, do it, you know, the annual enrollment. I didn't think I needed to, but I keep on getting emails, so I just-

Speaker speaker_1: Yeah, it's gonna roll over onto yours.

Speaker speaker_2: Oh, it is? So I don't need to do anything additional? It's just gonna-

Speaker speaker_1: Unless you want to make any changes. No, sir.

Speaker speaker_2: No, I don't wanna make any changes. I want everything as is. Can you just go over them please? Real quick.

Speaker speaker_1: So you have the dental... You have the dental-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... short-term disability, life insurance, and a vision.

Speaker speaker_2: Perfect. That's, that's all I needed.

Speaker speaker_1: Okay. Well, was there anything else I can help you with today, Mr. Efthemios?

Speaker speaker_2: That is all, sir. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your week.

Speaker speaker_2: Yep, you too. Be safe. Thank you.

Speaker speaker_1: Thank you. You too. Bye.

Speaker speaker_2: Yeah.