

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hello? Hello?
Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? How are you? I'm good. My name is Mohammed Fai. I'm looking, uh... I'm work- I'm working in the TT Tech. I'm here to take it from your insurance. I'm not pay insurance. I'm not pay insurance. I'm not need it. I no like. How can I help you today, sir? Hello? Yes, sir. How can I help you? Uh, my name is Mohammed Fai. I'm working in the TT Tech. I'm here to take it from your insurance. I don't like it. You want to get an... You do, you want to cancel the insurance? Yeah. What staffing company do you work for? TT Tech. What staffing company, sir? TT Tech. What's the last four of your social? 17... No, 1-7-5- Shit. ... 3. I just need the last four. 1-7-5-3. 1753? Yeah. How do you spell your first name? Fai. How do you spell your first name? H- H- Hamid. H-I-M... Hamid. My last name's Fai. What is your last name? Fai. How do you spell that, sir? S-I... S-U. S-I-S-U? No, Fai. F-I. Your last name is F-I? Yeah. All right, and your first name? H- How do you spell that? I... H. H. H-I-M-O-T. And the last four of your social is 1753? Yeah. All right, are you a brand new hire? 'Cause you're not showing up in the system. Yeah, I'm pay insurance, uh, next week I'm pay, uh, I'm pay insurance. I don't have insurance. I don't have Medicare. Why? That's talks too much for me. I'm not understanding you clearly, sir. What are... Are you saying you want to cancel the insurance or are you saying you want to get enrolled into the insurance? No, I'm, I'm need to cancel. All right, so- I no like it. ... what, what is the last four of your social security? 1753. All right. How do you spell your first name? H-I-M-O-T. You said S-I-M-O-T? H, H. H-I-M-O-T. Are you saying P or T? No, T. T. And your first name? I said I-M-O-T. So your first name is I- I'm, I'm miss- Is I-M-O-T? Yeah. H, H, I, M-O-T. H-I-M-O-T. Is that your last name or your first name? My first name. Last name's Fai, F-I. So your first name is S-I-M-O-T? Uh, my first name H, H-I-M-O-T. And your last name, can you spell your last name, please? Like, S as in snake, eye as in igloo. Yeah. In that format. S comma Fai. Hello? Yeah, I'm listening. Could you spell out your name like that, please? The last name? S-I. Are you saying S as in snake, eye as in igloo? So just two letters? Yeah. All right. You're not showing up in the system. Have you already been working? Yeah. What staffing company do you work for? Studio. You say studio? Yeah. Studio Staffing? Yeah. That's not somebody that we would be partners with. What's the name of the actual staffing company you went through to get that job?

Conversation Format

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

Speaker speaker_1: Hello? Hello?

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

Speaker speaker_1: How are you? I'm good. My name is Mohammed Fai. I'm looking, uh... I'm work- I'm working in the TT Tech. I'm here to take it from your insurance. I'm not pay insurance. I'm not pay insurance. I'm not need it. I no like.

Speaker speaker_0: How can I help you today, sir?

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir. How can I help you?

Speaker speaker_1: Uh, my name is Mohammed Fai. I'm working in the TT Tech. I'm here to take it from your insurance. I don't like it.

Speaker speaker_0: You want to get an... You do, you want to cancel the insurance?

Speaker speaker_1: Yeah.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: TT Tech.

Speaker speaker_0: What staffing company, sir?

Speaker speaker_1: TT Tech.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 17... No, 1-7-5-

Speaker speaker_0: Shit.

Speaker speaker_1: ... 3.

Speaker speaker_0: I just need the last four.

Speaker speaker_1: 1-7-5-3.

Speaker speaker_0: 1753?

Speaker speaker_1: Yeah.

Speaker speaker_0: How do you spell your first name?

Speaker speaker_1: Fai.

Speaker speaker_0: How do you spell your first name?

Speaker speaker_1: H- H- Hamid. H-I-M... Hamid. My last name's Fai.

Speaker speaker_0: What is your last name?

Speaker speaker_1: Fai.

Speaker speaker_0: How do you spell that, sir?

Speaker speaker_1: S-I... S-U.

Speaker speaker_0: S-I-S-U?

Speaker speaker_1: No, Fai. F-I.

Speaker speaker_0: Your last name is F-I?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right, and your first name?

Speaker speaker_1: H-

Speaker speaker_0: How do you spell that?

Speaker speaker_1: I... H. H. H-I-M-O-T.

Speaker speaker_0: And the last four of your social is 1753?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right, are you a brand new hire? 'Cause you're not showing up in the system.

Speaker speaker_1: Yeah, I'm pay insurance, uh, next week I'm pay, uh, I'm pay insurance. I don't have insurance. I don't have Medicare. Why? That's talks too much for me.

Speaker speaker_0: I'm not understanding you clearly, sir. What are... Are you saying you want to cancel the insurance or are you saying you want to get enrolled into the insurance?

Speaker speaker_1: No, I'm, I'm need to cancel.

Speaker speaker_0: All right, so-

Speaker speaker_1: I no like it.

Speaker speaker_0: ... what, what is the last four of your social security?

Speaker speaker_1: 1753.

Speaker speaker_0: All right. How do you spell your first name?

Speaker speaker_1: H-I-M-O-T.

Speaker speaker_0: You said S-I-M-O-T?

Speaker speaker_1: H, H. H-I-M-O-T.

Speaker speaker_0: Are you saying P or T?

Speaker speaker_1: No, T. T.

Speaker speaker_0: And your first name?

Speaker speaker_1: I said I-M-O-T.

Speaker speaker_0: So your first name is I-

Speaker speaker_1: I'm, I'm miss-

Speaker speaker_0: Is I-M-O-T?

Speaker speaker_1: Yeah. H, H, I, M-O-T. H-I-M-O-T.

Speaker speaker_0: Is that your last name or your first name?

Speaker speaker_1: My first name. Last name's Fai, F-I.

Speaker speaker_0: So your first name is S-I-M-O-T?

Speaker speaker_1: Uh, my first name H, H-I-M-O-T.

Speaker speaker_0: And your last name, can you spell your last name, please? Like, S as in snake, eye as in igloo.

Speaker speaker_1: Yeah.

Speaker speaker_0: In that format.

Speaker speaker_1: S comma Fai.

Speaker speaker_0: Hello?

Speaker speaker_1: Yeah, I'm listening.

Speaker speaker_0: Could you spell out your name like that, please? The last name?

Speaker speaker_1: S-I.

Speaker speaker_0: Are you saying S as in snake, eye as in igloo? So just two letters?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. You're not showing up in the system. Have you already been working?

Speaker speaker_1: Yeah.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Studio.

Speaker speaker_0: You say studio?

Speaker speaker_1: Yeah.

Speaker speaker_0: Studio Staffing?

Speaker speaker_1: Yeah.

Speaker speaker_0: That's not somebody that we would be partners with. What's the name of the actual staffing company you went through to get that job?