

Transcript: Malcolm

Nash-6164151459069952-4827915125473280

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hey, is this Helen? Yes. Miss Helen, this is Malcolm with Benefits and the Card. I'm calling in regards to your enrollment form with the Resource Company. Yeah. Right. So, it looks like you selected... You sub- submitted two forms and then you selected you wanted coverage but then you also said you didn't want coverage. So we're just calling to verify if you wanted to get enrolled into the coverage or not. Uh, to the, um, insurance coverage? Yes, ma'am. Oh, um. No, I- I de-... Yeah. I decided I wanted it and then I was like, "Maybe I could just do better," 'cause it just started. So you, you don't want it? No. All right. That's all I needed from you, Miss Helen. I hope you have a great day. Thank you. No problem.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: Hey, is this Helen?

Speaker speaker_1: Yes.

Speaker speaker_2: Miss Helen, this is Malcolm with Benefits and the Card. I'm calling in regards to your enrollment form with the Resource Company.

Speaker speaker_1: Yeah.

Speaker speaker_2: Right. So, it looks like you selected... You sub- submitted two forms and then you selected you wanted coverage but then you also said you didn't want coverage. So we're just calling to verify if you wanted to get enrolled into the coverage or not.

Speaker speaker_1: Uh, to the, um, insurance coverage?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Oh, um. No, I- I de-... Yeah. I decided I wanted it and then I was like, "Maybe I could just do better," 'cause it just started.

Speaker speaker_2: So you, you don't want it?

Speaker speaker_1: No.

Speaker speaker_2: All right. That's all I needed from you, Miss Helen. I hope you have a great day.

Speaker speaker_1: Thank you.

Speaker speaker_2: No problem.