

## Transcript: Malcolm

Nash-6222939269578752-5990041782272000

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yeah, hi, Malcolm. Uh, I work for a staffing agency called Versatella, and, uh, I just wanna cancel any enrollment that might be pending right now because I'm, um, I'm not interested in, um, in your benefits. You said Versatella? Yeah. And, uh- Do they have another name? ... with, um, uh, Terra Staffing. Thank you. And I would like to cancel anything that... like enrollment because I'm not interested in, uh, any benefits at this time. Okay. What's the last four of your social? Five, one, two, seven. You said five, one, two, seven? Yes, sir. Are you a brand new hire? Yes. I'm about to add you in the system. What's your full social? 607-25-5127. You said 607-25-5127? Yes. Is your first name? Zakaria. Please spell that. Uh, Z-A-K-A R-I-A. Did you say Z-A-K-A R-I-A? R-I-A. So Z-A-K-A R-I-A? R, uh, I-A. Yes, sir. Last letter, yeah. And last name? Okay, give me a second. I'm about to get off the bus. It's, uh, N like Nancy, A-S-S-I-R-I. A address? Huh? Your address? Uh, 1617 Maple Lane, Kent, Washington. How do you spell that? Spell what? The city name. Okay. 1617 Maple, M-A-P- No, the city name, sir. ...E-L-E. No, the city name, sir. I have the, I have the address. Oh, it's Kents, K-E-N-T. And zip code? 98030. Date of birth? Uh, February 6th, 1991. Email? What? Email? Are you asking me all these questions and you still can't find me, sir? Come on, man. I'm adding you in the system, sir. You weren't in the system when I looked for you earlier. That's what I explained in the beginning. Well, I'm, I'm, I'm just... If, if, if I'm in the system that means I'm enrolled. I'm just calling- No. ... to cancel any enrollment. You're not. You weren't in the system, sir. You were not in the system when I searched for you earlier. That's why I'm having to add you and ask these questions. Okay. My email, my email is zach, Z-A-C-H.na@outlook.com. And your phone number. 773-993-3782. I got that decline for you, Mr. Narcy. Nasiri? How do you pronounce that? Nasiri? Nasiri. Nasiri. Nasiri. I got that declined for you, Mr. Nasiri. Was there anything else I could help you with today? Nope, that's it. So that's the only one that is enrolled, right? What do you mean that's the only one that's enrolled? That's, that's the only benefit that I have, uh, enrolled, that I, I'm enrolled in, right? So you're not enrolled in anything, sir. Okay. Well, that's fine. Well, if you can cancel it, that's good. Thank you. So are you saying you're seeing deductions or something, sir? I'm confused. No, I, I just got an email from Versatella saying that, you know, that I'm enrolled or something like that. But you're telling me that I'm not. They're probably letting you know you guys are in open enrollment. It's probably to let you know you guys are in open enrollment. Yeah. That, that's what they said. So they said now you canceled any upcoming enrollment, which is good. So you don't get auto-enrolled. They're just letting you know you can get enrolled into health insurance right now if you wanted to. No, I don't want to be enrolled. I want to cancel everything. All right. Well, is there anything else I can help you with today? Okay. No, thank you. No problem. You have a great rest of your week. You too.

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 the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Yeah, hi, Malcolm. Uh, I work for a staffing agency called Versatella, and, uh, I just wanna cancel any enrollment that might be pending right now because I'm, um, I'm not interested in, um, in your benefits.

Speaker speaker\_1: You said Versatella?

Speaker speaker\_2: Yeah. And, uh-

Speaker speaker\_1: Do they have another name?

Speaker speaker\_2: ... with, um, uh, Terra Staffing.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: And I would like to cancel anything that... like enrollment because I'm not interested in, uh, any benefits at this time.

Speaker speaker\_1: Okay. What's the last four of your social?

Speaker speaker\_2: Five, one, two, seven.

Speaker speaker\_1: You said five, one, two, seven?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Are you a brand new hire?

Speaker speaker\_2: Yes.

Speaker speaker\_1: I'm about to add you in the system. What's your full social?

Speaker speaker\_2: 607-25-5127.

Speaker speaker\_1: You said 607-25-5127?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Is your first name?

Speaker speaker\_2: Zakaria.

Speaker speaker\_1: Please spell that.

Speaker speaker\_2: Uh, Z-A-K-A R-I-A.

Speaker speaker\_1: Did you say Z-A-K-A R-I-A?

Speaker speaker\_2: R-I-A.

Speaker speaker\_1: So Z-A-K-A R-I-A?

Speaker speaker\_2: R, uh, I-A.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Last letter, yeah.

Speaker speaker\_1: And last name?

Speaker speaker\_2: Okay, give me a second. I'm about to get off the bus. It's, uh, N like Nancy, A-S-S-I-R-I.

Speaker speaker\_1: A address?

Speaker speaker\_2: Huh?

Speaker speaker\_1: Your address?

Speaker speaker\_2: Uh, 1617 Maple Lane, Kent, Washington.

Speaker speaker\_1: How do you spell that?

Speaker speaker\_2: Spell what?

Speaker speaker\_1: The city name.

Speaker speaker\_2: Okay. 1617 Maple, M-A-P-

Speaker speaker\_1: No, the city name, sir.

Speaker speaker\_2: ...E-L-E.

Speaker speaker\_1: No, the city name, sir. I have the, I have the address.

Speaker speaker\_2: Oh, it's Kents, K-E-N-T.

Speaker speaker\_1: And zip code?

Speaker speaker\_2: 98030.

Speaker speaker\_1: Date of birth?

Speaker speaker\_2: Uh, February 6th, 1991.

Speaker speaker\_1: Email?

Speaker speaker\_2: What?

Speaker speaker\_1: Email?

Speaker speaker\_2: Are you asking me all these questions and you still can't find me, sir? Come on, man.

Speaker speaker\_1: I'm adding you in the system, sir. You weren't in the system when I looked for you earlier. That's what I explained in the beginning.

Speaker speaker\_2: Well, I'm, I'm, I'm just... If, if, if I'm in the system that means I'm enrolled. I'm just calling-

Speaker speaker\_1: No.

Speaker speaker\_2: ... to cancel any enrollment.

Speaker speaker\_1: You're not. You weren't in the system, sir. You were not in the system when I searched for you earlier. That's why I'm having to add you and ask these questions.

Speaker speaker\_2: Okay. My email, my email is zach, Z-A-C-H.na@outlook.com.

Speaker speaker\_1: And your phone number.

Speaker speaker\_2: 773-993-3782.

Speaker speaker\_1: I got that decline for you, Mr. Narcy. Nasiri? How do you pronounce that? Nasiri?

Speaker speaker\_2: Nasiri. Nasiri.

Speaker speaker\_1: Nasiri. I got that declined for you, Mr. Nasiri. Was there anything else I could help you with today?

Speaker speaker\_2: Nope, that's it. So that's the only one that is enrolled, right?

Speaker speaker\_1: What do you mean that's the only one that's enrolled?

Speaker speaker\_2: That's, that's the only benefit that I have, uh, enrolled, that I, I'm enrolled in, right?

Speaker speaker\_1: So you're not enrolled in anything, sir.

Speaker speaker\_2: Okay. Well, that's fine. Well, if you can cancel it, that's good. Thank you.

Speaker speaker\_1: So are you saying you're seeing deductions or something, sir? I'm confused.

Speaker speaker\_2: No, I, I just got an email from Versatella saying that, you know, that I'm enrolled or something like that. But you're telling me that I'm not.

Speaker speaker\_1: They're probably letting you know you guys are in open enrollment. It's probably to let you know you guys are in open enrollment.

Speaker speaker\_2: Yeah. That, that's what they said. So they said now you canceled any upcoming enrollment, which is good.

Speaker speaker\_1: So you don't get auto-enrolled. They're just letting you know you can get enrolled into health insurance right now if you wanted to.

Speaker speaker\_2: No, I don't want to be enrolled. I want to cancel everything.

Speaker speaker\_1: All right. Well, is there anything else I can help you with today?

Speaker speaker\_2: Okay. No, thank you.

Speaker speaker\_1: No problem. You have a great rest of your week.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you.