

## **Transcript: Malcolm**

**Nash-6317235443384320-6415935687671808**

### **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, sir? Hi, good afternoon, Malcolm. Um, I just was on the phone with somebody, but I don't know what happened to the call. You got disconnected? Yeah, I think so. Um... Now how can I help you? Because, uh, I got a text message from my employer that said sign up for benefits. However, when I was talking to him and I read that he had read the text message and then, boom, it just went off. Could you say that one more time, sir? I was reading the text message to him, then it went off. Uh... Okay, so what did the text message, you received a text message? What did the text message say? Uh, it just basically, "You'll be opted into benefits within 30 days." Um- Which staffing company? Crown. All right. So that's the automatic text that goes out to new hires congratulating them on the job at Crown and letting them know that they have 30 days to either decline the coverage or get enrolled or they'll be auto-enrolled into the MEC plan that Crown has to offer. Okay. All right. So were you wanting to get enrolled, or did you want me to decline it for you? Uh, enroll. You do want to get enrolled? Yes. Okay. All right. What's the last four of your social? 9443. Say that again. 9443. Yeah. First name? Mark. Last name? Felician. For security purposes, can you verify your address and date of birth for me? Um, 20, no, 1220 North Illinois Street, Apartment 210, Indianapolis, Indiana, 46202. And your date of birth? February 9, 1992. Okay. Your phone number is 317-716-8519? Yes, correct. And your email is Damarcoking, or damarcoking92@gmail.com? Yeah, Damarcoking, yep, mm-hmm. All right. What type of coverage were you looking to get enrolled into? Um, what coverage do you have? So they offer you medical, FreeRx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavior health, and the ID experts. Oh, shit. Um, can, can I ask you something? Can you save that? Or am I, am I qualified to have it to go back home on the floor? My work is over. Yes, sir. We're... So you... We're open till 8:00 PM, so you can just give us a call back whenever. 8:00 PM Eastern Time. Gotcha. Thank you. Did you want me to decline the coverage in the meantime, or did you want to... Uh-uh. You can decline right now if you want to right now, so I can get back with you. Yeah. I'll call back later. All right. Well, you have a great rest of your day, man. Thanks for calling Benefits in the Car. Likewise. See 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, sir?

Speaker speaker\_2: Hi, good afternoon, Malcolm. Um, I just was on the phone with somebody, but I don't know what happened to the call.

Speaker speaker\_1: You got disconnected?

Speaker speaker\_2: Yeah, I think so. Um...

Speaker speaker\_1: Now how can I help you?

Speaker speaker\_2: Because, uh, I got a text message from my employer that said sign up for benefits. However, when I was talking to him and I read that he had read the text message and then, boom, it just went off.

Speaker speaker\_1: Could you say that one more time, sir?

Speaker speaker\_2: I was reading the text message to him, then it went off. Uh...

Speaker speaker\_1: Okay, so what did the text message, you received a text message? What did the text message say?

Speaker speaker\_2: Uh, it just basically, "You'll be opted into benefits within 30 days." Um-

Speaker speaker\_1: Which staffing company?

Speaker speaker\_2: Crown.

Speaker speaker\_1: All right. So that's the automatic text that goes out to new hires congratulating them on the job at Crown and letting them know that they have 30 days to either decline the coverage or get enrolled or they'll be auto-enrolled into the MEC plan that Crown has to offer.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. So were you wanting to get enrolled, or did you want me to decline it for you?

Speaker speaker\_2: Uh, enroll.

Speaker speaker\_1: You do want to get enrolled?

Speaker speaker\_2: Yes.

Speaker speaker\_3: Okay.

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

Speaker speaker\_2: 9443.

Speaker speaker\_1: Say that again.

Speaker speaker\_2: 9443. Yeah.

Speaker speaker\_1: First name?

Speaker speaker\_2: Mark.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Felician.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Um, 20, no, 1220 North Illinois Street, Apartment 210, Indianapolis, Indiana, 46202.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: February 9, 1992.

Speaker speaker\_1: Okay. Your phone number is 317-716-8519?

Speaker speaker\_2: Yes, correct.

Speaker speaker\_1: And your email is Damarcoking, or damarcoking92@gmail.com?

Speaker speaker\_2: Yeah, Damarcoking, yep, mm-hmm.

Speaker speaker\_1: All right. What type of coverage were you looking to get enrolled into?

Speaker speaker\_2: Um, what coverage do you have?

Speaker speaker\_1: So they offer you medical, FreeRx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavior health, and the ID experts.

Speaker speaker\_2: Oh, shit. Um, can, can I ask you something? Can you save that? Or am I, am I qualified to have it to go back home on the floor? My work is over.

Speaker speaker\_1: Yes, sir. We're... So you... We're open till 8:00 PM, so you can just give us a call back whenever. 8:00 PM Eastern Time.

Speaker speaker\_2: Gotcha. Thank you.

Speaker speaker\_1: Did you want me to decline the coverage in the meantime, or did you want to...

Speaker speaker\_2: Uh-uh. You can decline right now if you want to right now, so I can get back with you.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: I'll call back later.

Speaker speaker\_1: All right. Well, you have a great rest of your day, man. Thanks for calling Benefits in the Car.

Speaker speaker\_2: Likewise.

Speaker speaker\_1: See you.