

Transcript: Malcolm

Nash-6327391377997824-5535164015886336

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... this is Benefits in the Car. This is Malcolm, how can I help you? Hello, Malcolm. How are you doing today? I'm doing good, yeah. Um, I'm doing pretty good, thanks for asking. Uh, the reason I'm calling today is because I'm trying to decline coverage. Okay. What staffing company do you work for? Um, it is Wagner Staffing, I believe. What's the last four of your social? 4382. First name? Antwuan. A-N-T-W-U-A-N. You said the last four is 4382? Yes, sir. Are you a brand new hire? Yes, sir. All right. So I'm gonna have to add you in the system. What's your full social? 255-95-4382. You said 255-594-3828? Correct. Thank you. What's your, what's your first name and how do you spell your first name? A-N-T-W-U-A-N. Last name? Brown, like the color. Address? 1187 Aetna Place. That's A-E-T-N-A. Aetna. Mm-hmm. Yeah, A-E-T-N-A. I see. And Place, uh, P-L-A-C-E. Is that an apartment or a home? Mm-hmm. Yeah, that's apartment 1203. And the city? Macon. Is that M-A-C-O-N? Yes, sir. Georgia? Yes, sir. Zip code? 31204. You said 312- 04. Date of birth? 10/20/1986. Email? It's antwuan.brown.1020@gmail.com and it's spelled like my name. You said antwuan.brown.2020? No.1020. So it's antwuan.brown.1020@gmail. And your phone number. 904-508-8322. All right. I got that decline for you, Mr. Brown. Was there anything else I can help you with today? No, sir. That'll be all. There's nothing else. Thanks for calling Benefits in the Car. I hope you have a great rest of your week, sir. All right. You too. Thank you. Thank you.

Conversation Format

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

Speaker speaker_1: ... this is Benefits in the Car. This is Malcolm, how can I help you?

Speaker speaker_2: Hello, Malcolm. How are you doing today?

Speaker speaker_1: I'm doing good, yeah.

Speaker speaker_2: Um, I'm doing pretty good, thanks for asking. Uh, the reason I'm calling today is because I'm trying to decline coverage.

Speaker speaker_1: Okay. What staffing company do you work for?

Speaker speaker_2: Um, it is Wagner Staffing, I believe.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 4382.

Speaker speaker_1: First name?

Speaker speaker_2: Antwuan. A-N-T-W-U-A-N.

Speaker speaker_1: You said the last four is 4382?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Are you a brand new hire?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. So I'm gonna have to add you in the system. What's your full social?

Speaker speaker_2: 255-95-4382.

Speaker speaker_1: You said 255-594-3828?

Speaker speaker_2: Correct.

Speaker speaker_1: Thank you. What's your, what's your first name and how do you spell your first name?

Speaker speaker_2: A-N-T-W-U-A-N.

Speaker speaker_1: Last name?

Speaker speaker_2: Brown, like the color.

Speaker speaker_1: Address?

Speaker speaker_2: 1187 Aetna Place. That's A-E-T-N-A.

Speaker speaker_1: Aetna. Mm-hmm.

Speaker speaker_2: Yeah, A-E-T-N-A.

Speaker speaker_1: I see.

Speaker speaker_2: And Place, uh, P-L-A-C-E.

Speaker speaker_1: Is that an apartment or a home?

Speaker speaker_2: Mm-hmm. Yeah, that's apartment 1203.

Speaker speaker_1: And the city?

Speaker speaker_2: Macon.

Speaker speaker_1: Is that M-A-C-O-N?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Georgia?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Zip code?

Speaker speaker_2: 31204.

Speaker speaker_1: You said 312-

Speaker speaker_2: 04.

Speaker speaker_1: Date of birth?

Speaker speaker_2: 10/20/1986.

Speaker speaker_1: Email?

Speaker speaker_2: It's antwuan.brown.1020@gmail.com and it's spelled like my name.

Speaker speaker_1: You said antwuan.brown.2020?

Speaker speaker_2: No.1020. So it's antwuan.brown.1020@gmail.

Speaker speaker_1: And your phone number.

Speaker speaker_2: 904-508-8322.

Speaker speaker_1: All right. I got that decline for you, Mr. Brown. Was there anything else I can help you with today?

Speaker speaker_2: No, sir. That'll be all.

Speaker speaker_1: There's nothing else. Thanks for calling Benefits in the Car. I hope you have a great rest of your week, sir.

Speaker speaker_2: All right. You too. Thank you.

Speaker speaker_1: Thank you.