

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... to calling Benefits in the Car. This is Malcolm. How can I help you? Uh, yes, I got a text. Can you hear me? Yes, sir. How can I help you? I got a text message that said that I would be auto enrolled in MEC/TelaRx. I don't know what that is. What is that? So it's a preventive care plan that's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services, and it also includes a subscription to FreeRx which gives you over 800... gives you access to over 800 acute and chronic medications. Oh, okay. Yeah, no, I don't need that. I got everything taken care of. All right. What staffing company do you work for? What is it? What staffing company do you work for? Surge. Okay. So last four of your Social? 4402. First name? Benjamin. For security purposes, can you verify address and date of birth for me? 4 0000 Parkway, B2, uh, 84. I need the city and state zip code as well. Uh, Zanesville, Ohio 43360. Thank you. Can we get your phone number? 937-539-5229. Hello? Yes. Excuse me, your phone number is 937-539-5229? Yes. And the email is brush7876@gmail.com? No. Say that again. No. So what's a good email for you? Uh, I'd rather not. Okay. Well, I got that declined for you, Mr. Rush. Was there anything else I can help you with today? Uh, no, that was good. All right. Thank you for calling Benefits in the Car. I hope you have a great day, man. You too. Thank you. All right.

Conversation Format

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

Speaker speaker_1: ... to calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, yes, I got a text. Can you hear me?

Speaker speaker_1: Yes, sir. How can I help you?

Speaker speaker_2: I got a text message that said that I would be auto enrolled in MEC/TelaRx. I don't know what that is. What is that?

Speaker speaker_1: So it's a preventive care plan that's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services, and it also includes a subscription to FreeRx which gives you over 800... gives you access to over 800 acute and chronic medications.

Speaker speaker_2: Oh, okay. Yeah, no, I don't need that. I got everything taken care of.

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

Speaker speaker_2: What is it?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Surge.

Speaker speaker_1: Okay. So last four of your Social?

Speaker speaker_2: 4402.

Speaker speaker_1: First name?

Speaker speaker_2: Benjamin.

Speaker speaker_1: For security purposes, can you verify address and date of birth for me?

Speaker speaker_2: 4 0000 Parkway, B2, uh, 84.

Speaker speaker_1: I need the city and state zip code as well.

Speaker speaker_2: Uh, Zanesville, Ohio 43360.

Speaker speaker_1: Thank you. Can we get your phone number? 937-539-5229. Hello?

Speaker speaker_2: Yes.

Speaker speaker_1: Excuse me, your phone number is 937-539-5229?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email is brush7876@gmail.com?

Speaker speaker_2: No.

Speaker speaker_1: Say that again.

Speaker speaker_2: No.

Speaker speaker_1: So what's a good email for you?

Speaker speaker_2: Uh, I'd rather not.

Speaker speaker_1: Okay. Well, I got that declined for you, Mr. Rush. Was there anything else I can help you with today?

Speaker speaker_2: Uh, no, that was good.

Speaker speaker_1: All right. Thank you for calling Benefits in the Car. I hope you have a great day, man.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.

Speaker speaker_2: All right.