

Transcript: Malcolm

Nash-6451674225786880-5783020295372800

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in a car. This is Malcolm. How can I help you? Yes, I received a message about me being auto-enrolled- You work for Azera? ... and uh, maybe our benefit. Yes. What's the last four of your social? 9417. Did you say 9407? 9417. First name? Rodney. Last name? Hicks. Did you say Rodney? Yes, correct. Are you a brand new hire? Yes. All right, so I'm gonna have to add you in the system. Were you wanting to decline the coverage or you wanting to get on the road? I want to decline. All right, what's your full social? 249- Mm-hmm. ... 87- Mm-hmm. ... 9417. 9417? Correct. For security purposes, can you verify your address and date of birth for me? Uh, 230 Pelham Road, Greenville, South Carolina, 29615. Date of birth was 10/27/91. Thank you. So we got your phone number, 864-535-2577. Correct. And your email is rogerhicks@yahoo.com? Correct. Thank you. All right, I got that declined for you, Mr. Hicks. Was there anything else I could help you with today? No sir, that'll be all. All right, if there's nothing else, thanks for calling Benefits in a Car. I hope you have a great rest of your day. Thank you. No problem.

Conversation Format

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

Speaker speaker_1: ... benefits in a car. This is Malcolm. How can I help you?

Speaker speaker_2: Yes, I received a message about me being auto-enrolled-

Speaker speaker_1: You work for Azera?

Speaker speaker_2: ... and uh, maybe our benefit. Yes.

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

Speaker speaker_2: 9417.

Speaker speaker_1: Did you say 9407?

Speaker speaker_2: 9417.

Speaker speaker_1: First name?

Speaker speaker_2: Rodney.

Speaker speaker_1: Last name?

Speaker speaker_2: Hicks.

Speaker speaker_1: Did you say Rodney?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: Are you a brand new hire?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, so I'm gonna have to add you in the system. Were you wanting to decline the coverage or you wanting to get on the road?

Speaker speaker_2: I want to decline.

Speaker speaker_1: All right, what's your full social?

Speaker speaker_2: 249-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 87-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 9417.

Speaker speaker_1: 9417?

Speaker speaker_2: Correct.

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

Speaker speaker_2: Uh, 230 Pelham Road, Greenville, South Carolina, 29615. Date of birth was 10/27/91.

Speaker speaker_1: Thank you. So we got your phone number, 864-535-2577.

Speaker speaker_2: Correct.

Speaker speaker_1: And your email is rogerhicks@yahoo.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Thank you. All right, I got that declined for you, Mr. Hicks. Was there anything else I could help you with today?

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

Speaker speaker_1: All right, if there's nothing else, thanks for calling Benefits in a Car. I hope you have a great rest of your day.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem.