

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Ms. Wilson? I'm sorry, it's the wrong number. Say that again? I'm sorry, you have the wrong number. So this isn't Ms. Wilson with Hospitality Staffing Solutions? I'm sorry? This isn't Ms. Kiana Wilson with Staff... with Hospitality Staffing Solutions? Hello? Go ahead. So my, my name's Malcolm. I'm with Benefits in a Card. I'm calling on behalf of Hospitality Staffing Solutions about your enrollment form for health insurance offered through your staffing company. Okay. So it looks like you selected you wanted coverage, but then you also selected you didn't want to participate. So we're just calling to verify if you wanted to get enrolled or not. No, I don't. Okay. Well, that's all I needed from you, Ms. Wilson. I hope you have a great day. Thank you. No problem.

Conversation Format

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

Speaker speaker_1: Hey, is this Ms. Wilson?

Speaker speaker_2: I'm sorry, it's the wrong number.

Speaker speaker_1: Say that again?

Speaker speaker_2: I'm sorry, you have the wrong number.

Speaker speaker_1: So this isn't Ms. Wilson with Hospitality Staffing Solutions?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: This isn't Ms. Kiana Wilson with Staff... with Hospitality Staffing Solutions? Hello?

Speaker speaker_2: Go ahead.

Speaker speaker_1: So my, my name's Malcolm. I'm with Benefits in a Card. I'm calling on behalf of Hospitality Staffing Solutions about your enrollment form for health insurance offered through your staffing company.

Speaker speaker_2: Okay.

Speaker speaker_1: So it looks like you selected you wanted coverage, but then you also selected you didn't want to participate. So we're just calling to verify if you wanted to get

enrolled or not.

Speaker speaker_2: No, I don't.

Speaker speaker_1: Okay. Well, that's all I needed from you, Ms. Wilson. I hope you have a great day.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem.