

## **Transcript: Malcolm**

**Nash-6527197590798336-6360328850325504**

### **Full Transcript**

Hello. Your call may be monitored or recorded for quality assurance purposes. Hey, is this Mr. Hardy? Who's calling? This is Malcolm with Benefits and a Card, and I'm calling in regards to your enrollment form with Hospitality Staffing Solutions. Okay, hold on. Hello? Hey, is this Mr. Hardy? Yes, this is him. Hey, I'm calling in regards to your enrollment form with Hospitality Staffing Solutions. Mm-hmm. So with your enrollment form, it looks like you selected you wanted coverage for you and a spouse, but then you selected to not participate. So we were just calling to verify if you wanted to get enrolled into the coverage or not. Yes, sir. I do. So you do want to get enrolled into the Stay Healthy, NUC plan for you and a spouse? Yes. Okay. So it doesn't look like you listed any dependent information. Would you be able to give me that information right now? Can you repeat that? You didn't list any dependent information, so would you be able to give me that information right now? What is this? Ask him what is it for. What is it? She said, ask him? For this health, for the healthcare insurance offered through Hospitality Staffing Solutions. Oh. Well, you don't need it. You're, you're young and... Oh, oh, I don't need it. I don't need it. Okay. Well, that's all I needed for you, Mr. Hardy. I hope you have a great day, man. Okay. Well,.....

### **Conversation Format**

Speaker speaker\_0: Hello.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Hey, is this Mr. Hardy?

Speaker speaker\_0: Who's calling?

Speaker speaker\_2: This is Malcolm with Benefits and a Card, and I'm calling in regards to your enrollment form with Hospitality Staffing Solutions.

Speaker speaker\_0: Okay, hold on.

Speaker speaker\_3: Hello?

Speaker speaker\_2: Hey, is this Mr. Hardy?

Speaker speaker\_3: Yes, this is him.

Speaker speaker\_2: Hey, I'm calling in regards to your enrollment form with Hospitality Staffing Solutions.

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: So with your enrollment form, it looks like you selected you wanted coverage for you and a spouse, but then you selected to not participate. So we were just calling to verify if you wanted to get enrolled into the coverage or not.

Speaker speaker\_3: Yes, sir. I do.

Speaker speaker\_2: So you do want to get enrolled into the Stay Healthy, NUC plan for you and a spouse?

Speaker speaker\_3: Yes.

Speaker speaker\_2: Okay. So it doesn't look like you listed any dependent information. Would you be able to give me that information right now?

Speaker speaker\_3: Can you repeat that?

Speaker speaker\_2: You didn't list any dependent information, so would you be able to give me that information right now?

Speaker speaker\_0: What is this? Ask him what is it for.

Speaker speaker\_3: What is it? She said, ask him?

Speaker speaker\_2: For this health, for the healthcare insurance offered through Hospitality Staffing Solutions.

Speaker speaker\_0: Oh. Well, you don't need it. You're, you're young and...

Speaker speaker\_3: Oh, oh, I don't need it. I don't need it.

Speaker speaker\_2: Okay. Well, that's all I needed for you, Mr. Hardy. I hope you have a great day, man.

Speaker speaker\_3: Okay.

Speaker speaker\_0: Well,.....