

## **Transcript: Malcolm**

**Nash-6611003955527680-5581239912284160**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the ... This is Malcolm. How can I help you? Uh, I'm calling enrolling in my benefits. They told me I had t- 30 days or something. They just texted me saying I had to enroll in benefits. This is not mandatory, but you do h- you are eligible to get enrolled with that company you work for. Uh, Partners Personal, I think it's called. What's the last four years on your- 9732. Right. Says, "Welcome to Partners Personal. You have 30 days from your first check to enroll in benefits." Yes, sir. That's a automatic text going out to new hires congratulating them on the job, and letting them know they have 30 days to get enrolled into the health insurance if they wanted to. Okay, okay. So I should be okay? Do you want to get enrolled or do you just wanna know what the message was about? Yeah, I want to get enrolled. Okay. What's your first name? Christopher Delancy. For security purposes, can you verify your address and date of birth for me? Uh, 39 Conrad Drive, Rochester, New York. And you said, what else? Date of birth. Oh, 10/12/1990. Thank you. So we got your phone number at 585-490-2141? Yes, sir. And the email is jdelacy157@gmail.com? Yes, sir. Right. What type of coverage were you looking to get enrolled into? Um, what is this enrollment about? It's for health insurance offered through Partners Personal. The money will be taken out of your paycheck automatically every week. Oh. Nah, I'm, I'm okay with that. So you say you don't want to get enrolled? Nah, I don't want to get enrolled. Cool. Well, is there anything else I can help you with today, Mr. Delacy? Delancy? Nope. That's all I was calling about to see what that was about, 'cause this thing sent about my paycheck. So I just wanted to make sure about that. Now, I don't want them taking anything right now or anything. I don't owe anything right now. I will pay them myself for my insurance. All right. Well, if there's nothing else, Mr. Delancy, thanks for calling Benefits in the... Hope you have a great rest of your week. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the ... This is Malcolm. How can I help you?

Speaker speaker\_2: Uh, I'm calling enrolling in my benefits. They told me I had t- 30 days or something. They just texted me saying I had to enroll in benefits.

Speaker speaker\_1: This is not mandatory, but you do h- you are eligible to get enrolled with that company you work for.

Speaker speaker\_2: Uh, Partners Personal, I think it's called.

Speaker speaker\_1: What's the last four years on your-

Speaker speaker\_2: 9732.

Speaker speaker\_1: Right.

Speaker speaker\_2: Says, "Welcome to Partners Personal. You have 30 days from your first check to enroll in benefits."

Speaker speaker\_1: Yes, sir. That's a automatic text going out to new hires congratulating them on the job, and letting them know they have 30 days to get enrolled into the health insurance if they wanted to.

Speaker speaker\_2: Okay, okay. So I should be okay?

Speaker speaker\_1: Do you want to get enrolled or do you just wanna know what the message was about?

Speaker speaker\_2: Yeah, I want to get enrolled.

Speaker speaker\_1: Okay. What's your first name?

Speaker speaker\_2: Christopher Delancy.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Uh, 39 Conrad Drive, Rochester, New York. And you said, what else?

Speaker speaker\_1: Date of birth.

Speaker speaker\_2: Oh, 10/12/1990.

Speaker speaker\_1: Thank you. So we got your phone number at 585-490-2141?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email is jdelacy157@gmail.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Right. What type of coverage were you looking to get enrolled into?

Speaker speaker\_2: Um, what is this enrollment about?

Speaker speaker\_1: It's for health insurance offered through Partners Personal. The money will be taken out of your paycheck automatically every week.

Speaker speaker\_2: Oh. Nah, I'm, I'm okay with that.

Speaker speaker\_1: So you say you don't want to get enrolled?

Speaker speaker\_2: Nah, I don't want to get enrolled.

Speaker speaker\_1: Cool. Well, is there anything else I can help you with today, Mr. Delancy?  
Delancy?

Speaker speaker\_2: Nope. That's all I was calling about to see what that was about, 'cause this thing sent about my paycheck. So I just wanted to make sure about that. Now, I don't want them taking anything right now or anything. I don't owe anything right now. I will pay them myself for my insurance.

Speaker speaker\_1: All right. Well, if there's nothing else, Mr. Delancy, thanks for calling Benefits in the... Hope you have a great rest of your week.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you.