

Transcript: Malcolm

Nash-6677020757409792-6266859098161152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits on the Card. This is Malcolm. How can I help you? Yes, I was calling to make sure that I wasn't, um, that I had declined your coverage. I had received a message. What staffing company do you work for? Uh, Megaforce. You said Megaforce? Mm-hmm. Yes. What's the last four of your social? 8861. First name? Tina. You said Tina? Yes. Last name? Jones. And for security purposes, can you verify your address and date of birth for me? 11- Birthday, 11/5/1971. Address, 1305 West 4th Drive, 3001 Carolina Apartments, Winston-Salem. Thank you. So we got your phone number, 252- 2-5-0-7. ... 4-1-2-3-7-0-7? Yes. We get email at j.tina20144@gmail.com? Yes. Thank you. Yeah. So it looks like you already declined the auto enrollment. Hello? Yes. I was, no, I had just received a message, so I was just making sure. I received a message today. I understand. So sometimes those messages are automatic. Well, automated. But yeah, you already declined the coverage. Was there anything else I could help you with today, Ms. Tina? Oh, no, that's it. Thank you. No problem. Thanks for calling Benefits on the Card. I hope you have a great rest of your day. All right. 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 on the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Yes, I was calling to make sure that I wasn't, um, that I had declined your coverage. I had received a message.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, Megaforce.

Speaker speaker_1: You said Megaforce?

Speaker speaker_2: Mm-hmm. Yes.

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

Speaker speaker_2: 8861.

Speaker speaker_1: First name?

Speaker speaker_2: Tina.

Speaker speaker_1: You said Tina?

Speaker speaker_2: Yes.

Speaker speaker_1: Last name?

Speaker speaker_2: Jones.

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

Speaker speaker_2: 11- Birthday, 11/5/1971. Address, 1305 West 4th Drive, 3001 Carolina Apartments, Winston-Salem.

Speaker speaker_1: Thank you. So we got your phone number, 252-

Speaker speaker_2: 2-5-0-7.

Speaker speaker_1: ... 4-1-2-3-7-0-7?

Speaker speaker_2: Yes.

Speaker speaker_1: We get email at j.tina20144@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. Yeah. So it looks like you already declined the auto enrollment. Hello?

Speaker speaker_2: Yes. I was, no, I had just received a message, so I was just making sure. I received a message today.

Speaker speaker_1: I understand. So sometimes those messages are automatic. Well, automated. But yeah, you already declined the coverage. Was there anything else I could help you with today, Ms. Tina?

Speaker speaker_2: Oh, no, that's it. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits on the Card. I hope you have a great rest of your day.

Speaker speaker_2: All right. You too.

Speaker speaker_1: Thank you.