

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, Malcolm. How are you doing? I'm doing good. How about you? I'm great. I'm calling you because I want to opt out of the Benefits in a Card. All right. What staffing company do you work for? Sarge Staffing. What's the last four of your social? Six, nine, two, zero. Say that one more time. Six, nine, two, zero. First name? Crystal. Crystal? Yes. Last name? Max- uh, Maxwell. Okay. For security purposes can you verify your address and date of birth for me? The address is 14007 Little Barnbergler Lane, Houston, Texas 77047. And the date of birth is 08/29/1988. Thank you. So we got your phone number at 997-2068. Correct. And your email is csrdcm@gmail.com? Yes. Yeah. I, I got that declined for you, Miss Crystal. Was there anything else I can help you with today? No, that is it. Thank you so much. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm. How are you doing?

Speaker speaker_1: I'm doing good. How about you?

Speaker speaker_2: I'm great. I'm calling you because I want to opt out of the Benefits in a Card.

Speaker speaker_1: All right. What staffing company do you work for?

Speaker speaker_2: Sarge Staffing.

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

Speaker speaker_2: Six, nine, two, zero.

Speaker speaker_1: Say that one more time.

Speaker speaker_2: Six, nine, two, zero.

Speaker speaker_1: First name?

Speaker speaker_2: Crystal.

Speaker speaker_1: Crystal?

Speaker speaker_2: Yes.

Speaker speaker_1: Last name?

Speaker speaker_2: Max- uh, Maxwell.

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

Speaker speaker_2: The address is 14007 Little Barnbergler Lane, Houston, Texas 77047. And the date of birth is 08/29/1988.

Speaker speaker_1: Thank you. So we got your phone number at 997-2068.

Speaker speaker_2: Correct.

Speaker speaker_1: And your email is csrdcm@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. I, I got that declined for you, Miss Crystal. Was there anything else I can help you with today?

Speaker speaker_2: No, that is it. Thank you so much.

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

Speaker speaker_2: You too. Thank you. Bye-bye.