

## Transcript: Malcolm

**Nash-4714550543433728-6355982387691520**

### Full Transcript

Hi, I've got the benefits and the card. This is Malcolm. How can I help you? Hey, Malcolm. Um, I received a text about auto enroll for, uh, Surge for, uh, insurance. Okay. So we want to decline the coverage? Yeah, I do not want it. I, I already have my own insurance. Okay. What's the last four of your social? 9238. You said 9238? Yes, sir. Your first name? Darrell, D-A-R-R-E-L-L. Last name? Fitch, F-I-T-C-H. For security purposes, can you verify your address and date of birth for me? Um, sure. 919 County Road 801 Ashland Oh-- well, A2 Ashland, Ohio 44805. 72557. Thank you. So we got your phone number 419-651-7127? Yes, sir. And your email is ohohwhat8@gmail.com? Yes, sir. All right. I got that declined for you, Mr. Fitch. Was there anything else I can help you with today? No, that's it, Malcolm. Thank you. No problem. You have a great- You have a great weekend-- you have a great week, man. You too, buddy. Yep- Thank you. You too, buddy. Bye. Yep. Bye-bye. Bye. Bye.

### Conversation Format

Speaker speaker\_0: Hi, I've got the benefits and the card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hey, Malcolm. Um, I received a text about auto enroll for, uh, Surge for, uh, insurance.

Speaker speaker\_0: Okay. So we want to decline the coverage?

Speaker speaker\_1: Yeah, I do not want it. I, I already have my own insurance.

Speaker speaker\_0: Okay. What's the last four of your social?

Speaker speaker\_1: 9238.

Speaker speaker\_0: You said 9238?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Your first name?

Speaker speaker\_1: Darrell, D-A-R-R-E-L-L.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Fitch, F-I-T-C-H.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Um, sure. 919 County Road 801 Ashland Oh-- well, A2 Ashland, Ohio 44805. 72557.

Speaker speaker\_0: Thank you. So we got your phone number 419-651-7127?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And your email is ohohwhat8@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. I got that declined for you, Mr. Fitch. Was there anything else I can help you with today?

Speaker speaker\_1: No, that's it, Malcolm. Thank you.

Speaker speaker\_0: No problem.

Speaker speaker\_1: You have a great-

Speaker speaker\_0: You have a great weekend-- you have a great week, man.

Speaker speaker\_1: You too, buddy. Yep-

Speaker speaker\_0: Thank you.

Speaker speaker\_1: You too, buddy. Bye.

Speaker speaker\_0: Yep.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_0: Bye. Bye.