

Transcript: Malcolm

Nash-4730965106016256-5217575958396928

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, my name's Sharon Frazee and I want to decline, uh, the FEC, teleRx- What staffing company? Huh? What staffing company do you work for? Uh, Surge. What's the last four of your social? 6915. First name? Sharon, S-H-A-R-O-N. Last name? F-R-A-Z-E-E. All right. For security purposes, can you verify your address and date of birth for me? 10/12/1969. 909 and a half West High Street, lower apartment, Mount Vernon, Ohio 43050. You... All right, I've got that decline for you, Miss Sharon. Was there anything else I could help you with today? Nope, that should be it. All right. Well, thanks for calling Benefits in a Card. I hope you have a great weekend. You too. Thank you. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, my name's Sharon Frazee and I want to decline, uh, the FEC, teleRx-

Speaker speaker_0: What staffing company?

Speaker speaker_1: Huh?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 6915.

Speaker speaker_0: First name?

Speaker speaker_1: Sharon, S-H-A-R-O-N.

Speaker speaker_0: Last name?

Speaker speaker_1: F-R-A-Z-E-E.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 10/12/1969. 909 and a half West High Street, lower apartment, Mount Vernon, Ohio 43050.

Speaker speaker_0: You... All right, I've got that decline for you, Miss Sharon. Was there anything else I could help you with today?

Speaker speaker_1: Nope, that should be it.

Speaker speaker_0: All right. Well, thanks for calling Benefits in a Card. I hope you have a great weekend.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye.