

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and a card. This is Malcolm, how can I help you? Hi, Malcolm. This is Greg Wagner. Hey, I need to cancel my enrollment. I, I did an enrollment yesterday or day before, and I'm not... I did not want to be there. All right. What staffing company do you work for? What's that? What staffing company do you work for? Associated Staffing. Associated Staffing? Out of Kearney, Nebraska. Yeah. And what's the last four of your social? Five oh three four seven three five. Thank you. For security purposes, can you verify your address and date of birth for me? Yes. The address is 806 West 10th Street, Lexington, Nebraska. Date of birth is 5/10/1953. Thank you. All right, I've got that canceled for you, Mr. Wagner. Was there anything else I can help you with today? No, I appreciate you doing that. Thank you and have a nice day. You too, ma'am. Thank you.

Conversation Format

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

Speaker speaker_1: ... benefits and a card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm. This is Greg Wagner. Hey, I need to cancel my enrollment. I, I did an enrollment yesterday or day before, and I'm not... I did not want to be there.

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

Speaker speaker_2: What's that?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Associated Staffing.

Speaker speaker_1: Associated Staffing?

Speaker speaker_2: Out of Kearney, Nebraska. Yeah.

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

Speaker speaker_2: Five oh three four seven three five.

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

Speaker speaker_2: Yes. The address is 806 West 10th Street, Lexington, Nebraska. Date of birth is 5/10/1953.

Speaker speaker_1: Thank you. All right, I've got that canceled for you, Mr. Wagner. Was there anything else I can help you with today?

Speaker speaker_2: No, I appreciate you doing that. Thank you and have a nice day.

Speaker speaker_1: You too, ma'am. Thank you.