

## Transcript: Malcolm

Nash-4774670279065600-5228740496277504

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. This is Marisol. How are you today? I'm doing good. How about you? I'm doing good. Thank you. I'm calling because, um, I guess for, um, I wanted to put my kids on the insurance, but you guys needed their social security number. Okay. What staffing company do you work for? Um, it is for E.B... Oh, God. I, hopefully I find it. Hold on. For E, uh, for BGSF. Okay. What's the last four of your social? 6039. And for security purposes, can you verify your address and date of birth for me? Okay. My address... Okay. My address is 605 East Atlanta, Phoenix, Arizona 85040. And then what else? Motherfucker. Date of birth. Come on, I'm put... Oh, my God. Date of birth 08-25-79. Sorry, I'm just trying to get out of this parking lot and people see you coming out, yet they're still driving behind you. Like, are you serious? I understand. Let's see, we got a good phone number, 469-894-9090? Yes. And the email is marisol58.nu@gmail.com? Uh, yes. All right. So you said you want to- Oh, my God. Let me- ... add their social security numbers? Yes, to the, for, um, Angel, Selma, and Maya. Okay. I'm ready whenever you are. Okay. Let me get out from here so it can be safe for all of us. Okay. Ma'am. Okay. So, um, uh, let me see. Let me go here, here. Okay. For Angel, you have Angel Uribe Fernandez, right? Yeah. That's the first one. Angel's first. Okay. And his social is going to be 601- Mm-hmm. ... 95- Mm-hmm. ... 2595. Oh, that's a lot of fives. Okay. You said 601-952-5595? Yes. All right. I'm ready for Selma. For Selma it's going to be... Let me go to Selma. For Selma it's gonna be 765- Mm-hmm. ... s-, 24- Mm-hmm. ... 3766. You said 765-24-3766? Yes. All right. And then Maya. So Maya's gonna be the same. It's gonna be 765-24-3767. You said 765-24-3767? Yes. Thank you. Is Selma, is Selma a girl or a boy? Selma's a girl. Okay. Just want to make sure everything is correct in the system. All right. I got that updated for you, Ms. Fernandez. Was there anything else I can help you with today? I think that's it. I truly appreciate you. Thank you so much. No problem. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day. Well, thank you. You, too. Bye-bye. 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 the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi, Malcolm. This is Marisol. How are you today?

Speaker speaker\_1: I'm doing good. How about you?

Speaker speaker\_2: I'm doing good. Thank you. I'm calling because, um, I guess for, um, I wanted to put my kids on the insurance, but you guys needed their social security number.

Speaker speaker\_1: Okay. What staffing company do you work for?

Speaker speaker\_2: Um, it is for E.B... Oh, God. I, hopefully I find it. Hold on. For E, uh, for BGSF.

Speaker speaker\_1: Okay. What's the last four of your social?

Speaker speaker\_2: 6039.

Speaker speaker\_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Okay. My address... Okay. My address is 605 East Atlanta, Phoenix, Arizona 85040. And then what else? Motherfucker.

Speaker speaker\_1: Date of birth.

Speaker speaker\_2: Come on, I'm put... Oh, my God. Date of birth 08-25-79. Sorry, I'm just trying to get out of this parking lot and people see you coming out, yet they're still driving behind you. Like, are you serious?

Speaker speaker\_1: I understand. Let's see, we got a good phone number, 469-894-9090?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email is marisol58.nu@gmail.com?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: All right. So you said you want to-

Speaker speaker\_2: Oh, my God. Let me-

Speaker speaker\_1: ... add their social security numbers?

Speaker speaker\_2: Yes, to the, for, um, Angel, Selma, and Maya.

Speaker speaker\_1: Okay. I'm ready whenever you are.

Speaker speaker\_2: Okay. Let me get out from here so it can be safe for all of us.

Speaker speaker\_1: Okay. Ma'am.

Speaker speaker\_2: Okay. So, um, uh, let me see. Let me go here, here. Okay. For Angel, you have Angel Uribe Fernandez, right?

Speaker speaker\_1: Yeah. That's the first one. Angel's first.

Speaker speaker\_2: Okay. And his social is going to be 601-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... 95-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... 2595. Oh, that's a lot of fives. Okay.

Speaker speaker\_1: You said 601-952-5595?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. I'm ready for Selma.

Speaker speaker\_2: For Selma it's going to be... Let me go to Selma. For Selma it's gonna be 765-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... s-, 24-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... 3766.

Speaker speaker\_1: You said 765-24-3766?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. And then Maya.

Speaker speaker\_2: So Maya's gonna be the same. It's gonna be 765-24-3767.

Speaker speaker\_1: You said 765-24-3767?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. Is Selma, is Selma a girl or a boy?

Speaker speaker\_2: Selma's a girl.

Speaker speaker\_1: Okay. Just want to make sure everything is correct in the system. All right. I got that updated for you, Ms. Fernandez. Was there anything else I can help you with today?

Speaker speaker\_2: I think that's it. I truly appreciate you. Thank you so much.

Speaker speaker\_1: No problem. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker\_2: Well, thank you. You, too. Bye-bye.

Speaker speaker\_1: Thank you. Bye.

Speaker speaker\_2: Bye.