

Transcript: Malcolm

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Full Transcript

This is State Farm Benefits and the card. This is Malcolm, how can I help you? Hello. Um, my name is Pam and, um, I- I had signed up to work with surge staffing. Mm-hmm. And, um, but I didn't need insurance. I've got insurance through another employer. I see, you want to decline the coverage? Yeah, I want to decline the cover, yes. All right, what's the last four of your social? Um, 2875. And your first name's Pam? Yes. Were you a brand new hire? Yes. Right, so I'm gonna have to add you in the system. What's your full social? Um, 40227 2875. Just to confirm, you said 40227 2875? Yes. It's Pam, P-A-M? Yes. Your last name? Randolph. R-A-N-D-O-L-P-H. Address? 613 East 3rd Street Perryville, Kentucky. And that's- Go ahead. ... P-E-R- I'm sorry? Um, P-E... I'm sorry. Um, P-E-R-R-Y-V-I-L-L-E. Perryville- Zip code? 40468. Say that one more time for me, please? Um, 40468. And your date of birth? January the 7th, 1969. You said the 7th? Yes. Your email? Pam, P-A-M, spot, S-P-O-T, 123 at gmail.com. And your phone number? 859-324-0501. Thank you. All right, Miss Pam, I got that declined for you. Was there anything else I could help you with today? Um, no, sir. Thank you so much. Thank you. No problem. It's State Farm Benefits and the card will be available for three days a week. Thank you. You, too. Thank you.

Conversation Format

Speaker speaker_0: This is State Farm Benefits and the card. This is Malcolm, how can I help you?

Speaker speaker_1: Hello. Um, my name is Pam and, um, I- I had signed up to work with surge staffing.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And, um, but I didn't need insurance. I've got insurance through another employer.

Speaker speaker_0: I see, you want to decline the coverage?

Speaker speaker_1: Yeah, I want to decline the cover, yes.

Speaker speaker_0: All right, what's the last four of your social?

Speaker speaker_1: Um, 2875.

Speaker speaker_0: And your first name's Pam?

Speaker speaker_1: Yes.

Speaker speaker_0: Were you a brand new hire?

Speaker speaker_1: Yes.

Speaker speaker_0: Right, so I'm gonna have to add you in the system. What's your full social?

Speaker speaker_1: Um, 40227 2875.

Speaker speaker_0: Just to confirm, you said 40227 2875?

Speaker speaker_1: Yes.

Speaker speaker_0: It's Pam, P-A-M?

Speaker speaker_1: Yes.

Speaker speaker_0: Your last name?

Speaker speaker_1: Randolph. R-A-N-D-O-L-P-H.

Speaker speaker_0: Address?

Speaker speaker_1: 613 East 3rd Street Perryville, Kentucky. And that's-

Speaker speaker_0: Go ahead.

Speaker speaker_1: ... P-E-R-

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Um, P-E... I'm sorry. Um, P-E-R-R-Y-V-I-L-L-E. Perryville-

Speaker speaker_0: Zip code?

Speaker speaker_1: 40468.

Speaker speaker_0: Say that one more time for me, please?

Speaker speaker_1: Um, 40468.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: January the 7th, 1969.

Speaker speaker_0: You said the 7th?

Speaker speaker_1: Yes.

Speaker speaker_0: Your email?

Speaker speaker_1: Pam, P-A-M, spot, S-P-O-T, 123 at gmail.com.

Speaker speaker_0: And your phone number?

Speaker speaker_1: 859-324-0501.

Speaker speaker_0: Thank you. All right, Miss Pam, I got that declined for you. Was there anything else I could help you with today?

Speaker speaker_1: Um, no, sir. Thank you so much. Thank you.

Speaker speaker_0: No problem. It's State Farm Benefits and the card will be available for three days a week.

Speaker speaker_1: Thank you. You, too.

Speaker speaker_0: Thank you.