

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yes, my name is Amanda Lopez. I was calling because I didn't want, um... They told me to call this number if I didn't want the benefits for my job site. All right. What type of company do you work for? Uh, Surge. And what was the last four of your social? 6882. And what was your first name, you said Amanda? Amanda Lopez. Yes, sir. Is that A-M-A-N-D-A? Correct. Lopez is L-O-P-E-Z. Are you a brand new hire? Yes. I just started, like, last weekend. Okay, so I'm gonna have to add you in the system then. What's your full social? 63509 6882. Wait, say that one more time. 635- Mm-hmm. 096882. You said 63509 6882? 68 82. Mm-hmm. I can get a address for you? 2142 Selim, Unit 14, Cincinnati, Ohio 4- Which unit? Selim is S-E-L-I-M Avenue. I'm- What, which unit are you... Uh, 14. And the city? Uh, Cincinnati is C-I-N-C-I-N-N-A-T-I. Ohio, O-H-I-O and then the zip code 45214. You said 45214? Correct. All right. And date of birth? 5/26/1989. Email? It's T-U-L-O-K-I-T-A and then the word forever, the whole word forever 26 at yahoo.com. And your phone number? 513-266-1331. You said 513-266-1331? Correct. And you said your email is T-U-L-O-K-I-T-A forever 26 at yahoo.com? Correct. Thank you. All right. I got that declined for you, Ms. Lopez. Was there anything else I can help you with today? Oh, actually. You said- Give me one moment. You said decline, right? All right, give me one moment. Mm What are we missing here? Yes, I got it declined for you. Thank you, sweetheart. You have a good morning. You too. Thank you. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Yes, my name is Amanda Lopez. I was calling because I didn't want, um... They told me to call this number if I didn't want the benefits for my job site.

Speaker speaker_0: All right. What type of company do you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And what was the last four of your social?

Speaker speaker_1: 6882.

Speaker speaker_0: And what was your first name, you said Amanda?

Speaker speaker_1: Amanda Lopez. Yes, sir.

Speaker speaker_0: Is that A-M-A-N-D-A?

Speaker speaker_1: Correct. Lopez is L-O-P-E-Z.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yes. I just started, like, last weekend.

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

Speaker speaker_1: 63509 6882.

Speaker speaker_0: Wait, say that one more time.

Speaker speaker_1: 635-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: 096882.

Speaker speaker_0: You said 63509 6882?

Speaker speaker_1: 68 82.

Speaker speaker_0: Mm-hmm. I can get a address for you?

Speaker speaker_1: 2142 Selim, Unit 14, Cincinnati, Ohio 4-

Speaker speaker_0: Which unit?

Speaker speaker_1: Selim is S-E-L-I-M Avenue. I'm-

Speaker speaker_0: What, which unit are you...

Speaker speaker_1: Uh, 14.

Speaker speaker_0: And the city?

Speaker speaker_1: Uh, Cincinnati is C-I-N-C-I-N-N-A-T-I. Ohio, O-H-I-O and then the zip code 45214.

Speaker speaker_0: You said 45214?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. And date of birth?

Speaker speaker_1: 5/26/1989.

Speaker speaker_0: Email?

Speaker speaker_1: It's T-U-L-O-K-I-T-A and then the word forever, the whole word forever 26 at yahoo.com.

Speaker speaker_0: And your phone number?

Speaker speaker_1: 513-266-1331.

Speaker speaker_0: You said 513-266-1331?

Speaker speaker_1: Correct.

Speaker speaker_0: And you said your email is T-U-L-O-K-I-T-A forever 26 at yahoo.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. All right. I got that declined for you, Ms. Lopez. Was there anything else I can help you with today? Oh, actually.

Speaker speaker_1: You said-

Speaker speaker_0: Give me one moment.

Speaker speaker_1: You said decline, right?

Speaker speaker_0: All right, give me one moment. Mm What are we missing here? Yes, I got it declined for you.

Speaker speaker_1: Thank you, sweetheart. You have a good morning.

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye.