

Transcript: Malcolm

Nash-4854736807739392-6556107000987648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits for the Car. This is Malcolm. How can I help you? Uh, yes, sir. My name is Raven Wiggins and I work for, uh, Surge Staffing up in Medino. Okay. How can I help you- And- ... Mr. Raven? Uh, I was wondering if there's any way that I could get some, uh, medical insurance. Um... What's the last four of your Social? 7811. Excuse me? Your first- Your first name, sir? Uh, Raven. R-A-B as in boy O-N. And your last name? Wiggins. All right. For security purposes, can you verify your address and date of birth for me? 111267. And my address is 1164 Rebecca Street, Wooster, Ohio, um... So that's not the address that we have on file. No, that's, that's where I'm living at. I understand, sir. But I would need you to verify the address that we have on file. Oh, okay.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits for the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, yes, sir. My name is Raven Wiggins and I work for, uh, Surge Staffing up in Medino.

Speaker speaker_1: Okay. How can I help you-

Speaker speaker_2: And-

Speaker speaker_1: ... Mr. Raven?

Speaker speaker_2: Uh, I was wondering if there's any way that I could get some, uh, medical insurance. Um...

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 7811. Excuse me?

Speaker speaker_1: Your first- Your first name, sir?

Speaker speaker_2: Uh, Raven. R-A-B as in boy O-N.

Speaker speaker_1: And your last name?

Speaker speaker_2: Wiggins.

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

Speaker speaker_2: 111267. And my address is 1164 Rebecca Street, Wooster, Ohio, um...

Speaker speaker_1: So that's not the address that we have on file.

Speaker speaker_2: No, that's, that's where I'm living at.

Speaker speaker_1: I understand, sir. But I would need you to verify the address that we have on file.

Speaker speaker_2: Oh, okay.