

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Uh, I had a question. Uh, can I opt out of the program? What staffing company do you work for? Uh, Carlton Staffing. What's the last four to your Social? You said my full name and my Social? No, the last four of your Social. Oh. 3237. First name? Rene, R-E-N-E. All right. For security purposes, can you verify your address and date of birth for me? 7911 M-O-S-E-W-O-O-D, Mosewood Street. And date of birth, uh, 12/29/2005. So it looks like you already declined it, Mr. Acosta. Oh, really? Yes, sir. Oh, okay. Because they sent me a message this morning that I was enrolled, so that's- that's why. Yeah. This is the automatic- that's a automatic text. But I got that- Okay. ... decline for you, Mr. Rene. Is there anything else I can help you with today? That'll be all. Thank you, ma'am. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Staying here.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Uh, I had a question. Uh, can I opt out of the program?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, Carlton Staffing.

Speaker speaker_0: What's the last four to your Social?

Speaker speaker_1: You said my full name and my Social?

Speaker speaker_0: No, the last four of your Social.

Speaker speaker_1: Oh. 3237.

Speaker speaker_0: First name?

Speaker speaker_1: Rene, R-E-N-E.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 7911 M-O-S-E-W-O-O-D, Mosewood Street. And date of birth, uh, 12/29/2005.

Speaker speaker_0: So it looks like you already declined it, Mr. Acosta.

Speaker speaker_1: Oh, really?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Oh, okay. Because they sent me a message this morning that I was enrolled, so that's- that's why.

Speaker speaker_0: Yeah. This is the automatic- that's a automatic text. But I got that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... decline for you, Mr. Rene. Is there anything else I can help you with today?

Speaker speaker_1: That'll be all. Thank you, ma'am.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Staying here.