

## **Transcript: Malcolm**

**Nash-5092083437191168-5229383529840640**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the car. This is Malcolm, how can I help you? Yes, Malcolm. My name is Clifton Head and I need to cancel my insurance. Uh- I understand. What company do you work for? I work for Wagner. Last four of your Sta- uh, social? 9482. You said 9482? Yes, sir. First name? Uh, Clifton. Head, H-E-A-D. All right. For security purposes, can you verify your address and date of birth for me? Yes, it's 9/13/1967. Address of 106 Neese Smith Road.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... benefits in the car. This is Malcolm, how can I help you?

Speaker speaker\_2: Yes, Malcolm. My name is Clifton Head and I need to cancel my insurance. Uh-

Speaker speaker\_1: I

Speaker speaker\_3: understand.

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

Speaker speaker\_2: I work for Wagner.

Speaker speaker\_1: Last four of your Sta- uh, social?

Speaker speaker\_2: 9482.

Speaker speaker\_4: You said 9482?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_4: First name?

Speaker speaker\_2: Uh, Clifton. Head, H-E-A-D.

Speaker speaker\_4: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yes, it's 9/13/1967. Address of 106 Neese Smith Road.