

## **Transcript: Malcolm**

**Nash-5159932415918080-5134165279719424**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... benefits and a card. This is . How can I help you? Hi, um, my name is Jasmine Lopez. I currently, um, accepted an assignment with Surge Staffing Agency. Um, I did receive a text message, I wanna say, maybe like three, four days ago about being auto-enrolled in the MEC TeleRx, um, thing. Um, I wanted to see if I was able to opt out of that or was it too late? I see. What's the last four of your social? 8962. First name? Jasmine. Last name? Lopez. All right. For security purposes, can you verify your address and date of birth for me? Yes. Address is 2701 North Rainbow Boulevard, Apartment 1225, Nor- uh, Las Vegas, Nevada 89108. And then birthday is November 30th, 1986. Thank you. So we got your phone number, 480-266-4271? That is correct. And the email is jasmine.9630@icloud.com? Correct. Thank you. All right. I got that declined for you, Ms. Lopez. Was there anything else I could help you with today? No, that will be it for today. All right. Thanks for calling Benefits and a Card. I hope you have a great rest of your day. Thank you. You too. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: ... benefits and a card. This is . How can I help you?

Speaker speaker\_2: Hi, um, my name is Jasmine Lopez. I currently, um, accepted an assignment with Surge Staffing Agency. Um, I did receive a text message, I wanna say, maybe like three, four days ago about being auto-enrolled in the MEC TeleRx, um, thing. Um, I wanted to see if I was able to opt out of that or was it too late?

Speaker speaker\_1: I see. What's the last four of your social?

Speaker speaker\_2: 8962.

Speaker speaker\_1: First name?

Speaker speaker\_2: Jasmine.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Lopez.

Speaker speaker\_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yes. Address is 2701 North Rainbow Boulevard, Apartment 1225, North, Las Vegas, Nevada 89108. And then birthday is November 30th, 1986.

Speaker speaker\_1: Thank you. So we got your phone number, 480-266-4271?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: And the email is jasmine.9630@icloud.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Thank you. All right. I got that declined for you, Ms. Lopez. Was there anything else I could help you with today?

Speaker speaker\_2: No, that will be it for today.

Speaker speaker\_1: All right. Thanks for calling Benefits and a Card. I hope you have a great rest of your day.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Bye-bye.