

Transcript: Malcolm

Nash-5228749667876864-6608891505983488

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey, how you doing? Hey, I'm trying to opt out of the medical. What's the staffing company that you work for? Surge. What's the last four of your social? 6438. First name? Raymond. How do you spell that? R-A-Y-M-O-N-D. Last name? Young, Y-O-U-N-G. Yeah. Say that again. That's it. Thank you. For security purposes, can you verify your address and date of birth for me? Yeah, uh, it's going to be 145 West Irving Street, Bucyrus, Ohio 44820. Date of birth is January 7th, 1966. Yeah. Next we got your phone number, 567-409-8080? Yep. And I think your email is youngjr3@yahoo.com? Uh, if you can update the email for me, do you want to do that? What's the new email? Okay, it's going to be youngjr33@yahoo.com. Yeah. All right. I've got that declined for you, Mr. Raymond. Was there anything else I could help you with today? Uh, no, that's it. Well, I get, like, a confirmation or email or something like that, or how's that work? Um, you can request one if you'd like, but typically you don't receive one. Okay. All right. Was there anything else I can help you with today, Mr. Raymond? Nope, that's it. I appreciate it. No problem. Thanks for calling Benefits in the Card. This is... Hope you have a great rest of your week. Okay. You too. Bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hey, how you doing? Hey, I'm trying to opt out of the medical.

Speaker speaker_0: What's the staffing company that you work for?

Speaker speaker_1: Surge.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 6438.

Speaker speaker_0: First name?

Speaker speaker_1: Raymond.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: R-A-Y-M-O-N-D.

Speaker speaker_0: Last name?

Speaker speaker_1: Young, Y-O-U-N-G.

Speaker speaker_0: Yeah.

Speaker speaker_1: Say that again.

Speaker speaker_0: That's it. Thank you. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yeah, uh, it's going to be 145 West Irving Street, Bucyrus, Ohio 44820. Date of birth is January 7th, 1966.

Speaker speaker_0: Yeah. Next we got your phone number, 567-409-8080?

Speaker speaker_1: Yep.

Speaker speaker_0: And I think your email is youngjr3@yahoo.com?

Speaker speaker_1: Uh, if you can update the email for me, do you want to do that?

Speaker speaker_0: What's the new email?

Speaker speaker_1: Okay, it's going to be youngjr33@yahoo.com.

Speaker speaker_0: Yeah. All right. I've got that declined for you, Mr. Raymond. Was there anything else I could help you with today?

Speaker speaker_1: Uh, no, that's it. Well, I get, like, a confirmation or email or something like that, or how's that work?

Speaker speaker_0: Um, you can request one if you'd like, but typically you don't receive one.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Was there anything else I can help you with today, Mr. Raymond?

Speaker speaker_1: Nope, that's it. I appreciate it.

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

Speaker speaker_1: Okay. You too. Bye.

Speaker speaker_0: Thank you. Bye.