

Transcript: Malcolm

Nash-5256753593499648-5299620990992384

Full Transcript

Thanks for calling Benefits in a Card. This is ... and I can help you. Hey. Yes. Um, I'm calling to decline some, um, coverages. What staffing company do you work for? Uh, it's called Surge Staffing. The last four of your social? Four, nine, six, two. First name? Veronica. Thanks for that. Hello? Yes. Hello? Yes, ma'am. How do you spell your first name? V-E-R-O-N-I-C-A. And your last name? M-O-R-A-L-E-S. Oh. For security purposes, can you verify your address and date of birth for me? Yes. It's 1187 Russwood Road, Memphis, Tennessee 38122 and October 2nd of 2001. Yeah. Well, I got that declined for you, Miss Veronica. Was there anything else I can help you with today? No, that would be it. Thank you. No problem. Thanks for calling Benefits in a Card. Hope you have a great rest of your week. All right. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is ... and I can help you.

Speaker speaker_1: Hey. Yes. Um, I'm calling to decline some, um, coverages.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, it's called Surge Staffing.

Speaker speaker_0: The last four of your social?

Speaker speaker_1: Four, nine, six, two.

Speaker speaker_0: First name?

Speaker speaker_1: Veronica.

Speaker speaker_0: Thanks for that. Hello?

Speaker speaker_1: Yes. Hello?

Speaker speaker_0: Yes, ma'am. How do you spell your first name?

Speaker speaker_1: V-E-R-O-N-I-C-A.

Speaker speaker_0: And your last name?

Speaker speaker_1: M-O-R-A-L-E-S.

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

Speaker speaker_1: Yes. It's 1187 Russwood Road, Memphis, Tennessee 38122 and October 2nd of 2001.

Speaker speaker_0: Yeah. Well, I got that declined for you, Miss Veronica. Was there anything else I can help you with today?

Speaker speaker_1: No, that would be it. Thank you.

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

Speaker speaker_1: All right. You too. Bye-bye.