

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yeah, I was told I need to call this if I did not want benefits. Okay. What staff or company do you work for? Uh, well, I'm going through surge for 60 days, but... All right. What's the last four of your social? 1068. First name? Andrew. Andrew. You said Andrew? Yeah. Last name is Knight. Okay. So you must be a brand-new hire. Yeah. What's your full social? I'm gonna have to add you in the system. Uh, 269-80-1068. You said 269-80-1068? Correct. You said Andrew as A-N-D-R-E-W? Correct. Thank you. And then Knight is spelled just like night? Like in night? Yeah, K-N-I-G... Yeah, K-N-I-G-H-T. All right. What's the address for you? Uh, 1909 East Turkeyfoot Lake Road. You said East Turkeyfoot Lane Road? Lake. Okay. L-A-K-E. So 1909 East Turkeyfoot Lake Road? Yeah, Lake Road. Yes. And the city? Akron. Please spell that. A-K-R-O-N. The state? Ohio. Zip code? 44312. Date of birth? 01/15/67. Thank you. Email? A and then my last name Knight1567@gmail. And phone number. 330-338-7659. Thank you. All right. I got that declined for you, Mr. Knight. Was there anything else I can help you with today? No, that was all I needed. Thank you very much. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of the week. You too. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Yeah, I was told I need to call this if I did not want benefits.

Speaker speaker_1: Okay. What staff or company do you work for?

Speaker speaker_2: Uh, well, I'm going through surge for 60 days, but...

Speaker speaker_1: All right. What's the last four of your social?

Speaker speaker_2: 1068.

Speaker speaker_1: First name?

Speaker speaker_2: Andrew.

Speaker speaker_1: Andrew. You said Andrew?

Speaker speaker_2: Yeah. Last name is Knight.

Speaker speaker_1: Okay. So you must be a brand-new hire.

Speaker speaker_2: Yeah.

Speaker speaker_1: What's your full social? I'm gonna have to add you in the system.

Speaker speaker_2: Uh, 269-80-1068.

Speaker speaker_1: You said 269-80-1068?

Speaker speaker_2: Correct.

Speaker speaker_1: You said Andrew as A-N-D-R-E-W?

Speaker speaker_2: Correct.

Speaker speaker_1: Thank you. And then Knight is spelled just like night? Like in night?

Speaker speaker_2: Yeah, K-N-I-G... Yeah, K-N-I-G-H-T.

Speaker speaker_1: All right. What's the address for you?

Speaker speaker_2: Uh, 1909 East Turkeyfoot Lake Road.

Speaker speaker_1: You said East Turkeyfoot Lane Road?

Speaker speaker_2: Lake.

Speaker speaker_1: Okay.

Speaker speaker_2: L-A-K-E.

Speaker speaker_1: So 1909 East Turkeyfoot Lake Road?

Speaker speaker_2: Yeah, Lake Road. Yes.

Speaker speaker_1: And the city?

Speaker speaker_2: Akron.

Speaker speaker_1: Please spell that.

Speaker speaker_2: A-K-R-O-N.

Speaker speaker_1: The state?

Speaker speaker_2: Ohio.

Speaker speaker_1: Zip code?

Speaker speaker_2: 44312.

Speaker speaker_1: Date of birth?

Speaker speaker_2: 01/15/67.

Speaker speaker_1: Thank you. Email?

Speaker speaker_2: A and then my last name Knight1567@gmail.

Speaker speaker_1: And phone number.

Speaker speaker_2: 330-338-7659.

Speaker speaker_1: Thank you. All right. I got that declined for you, Mr. Knight. Was there anything else I can help you with today?

Speaker speaker_2: No, that was all I needed. Thank you very much.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of the week.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Thank you. Bye.