

Transcript: Malcolm

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Full Transcript

Yes, welcome to Benefits in a Card. This is Malcolm. How can I help you? All right. This is for Surge, right? Yes, sir. How can I help you? Uh, I don't want that coverage or- All right. ... I don't want the plan. What's the last four of your social? 5745. First name? E-M-I-L. You said E-M-I-O? Yep, Lime spelled backwards. Last name? Stricklin. S-P-R-I-C-K-L-I-N. Okay. For security purposes, can you verify your address and date of birth for me? 32185 Alabama Highway 91, Lot 13, Hanceville, Alabama 350-77-4066. Thank you. Right. I got that account for you, Mr. Stricklin. Was there anything else I can help you with today? No, I just wanted... I've already got, you know, plans and stuff, I don't need to add this one on to it. All right. Well, there's nothing else, Mr. Stricklin. I got that account for you. Thanks for calling Benefits in a Card. Hope you have a great rest of your week, man. You too, bud. And bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Yes, welcome to Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: All right. This is for Surge, right?

Speaker speaker_0: Yes, sir. How can I help you?

Speaker speaker_1: Uh, I don't want that coverage or-

Speaker speaker_0: All right.

Speaker speaker_1: ... I don't want the plan.

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

Speaker speaker_1: 5745.

Speaker speaker_0: First name?

Speaker speaker_1: E-M-I-L.

Speaker speaker_0: You said E-M-I-O?

Speaker speaker_1: Yep, Lime spelled backwards.

Speaker speaker_0: Last name?

Speaker speaker_1: Stricklin. S-P-R-I-C-K-L-I-N.

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

Speaker speaker_1: 32185 Alabama Highway 91, Lot 13, Hanceville, Alabama 350-77-4066.

Speaker speaker_0: Thank you. Right. I got that account for you, Mr. Stricklin. Was there anything else I can help you with today?

Speaker speaker_1: No, I just wanted... I've already got, you know, plans and stuff, I don't need to add this one on to it.

Speaker speaker_0: All right. Well, there's nothing else, Mr. Stricklin. I got that account for you. Thanks for calling Benefits in a Card. Hope you have a great rest of your week, man.

Speaker speaker_1: You too, bud. And bye.

Speaker speaker_0: Thank you. Bye.