

## **Transcript: Malcolm**

**Nash-5570103759912960-5729692665823232**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, Malcolm. My name is Amanda, and I applied a couple of days, um, through Third Staffing. And they had told me that you, that it, I get auto-enrolled into some, some kind of medical benefits, and that if I didn't want them, I had to call this number to cancel. And that's what I'm doing. All right. What's the last four of your Social? 9345. First name? Amanda. Are you a brand new hire? Yeah. I h- Yeah, I haven't been placed or anything yet. I literally just applied a couple of days ago. All right. So I'm gonna have to add you in the system. What's your full Social? Um, it's 274-80-9345. You said 274-80-9345? Yes. Thank you. H- how do you spell your first name? It's A-N-A-N-D-A. Did you say A-N-A-N-D-A? Yes, sir. Last name? Eastwood. E-A-S-T-W-O-O-D. Remington- Address. ... will coordinate you... It's 874 Pedacord. That's P as in papa, D as in echo. D as in delta, D as in delta, I as in indio, C as in, c as in charlie, O as in oscar, R as in romeo, D as in delta. And that's avenue. Uh, city? Washington Courthouse, Ohio. Did you say Washington Courthouse? Yes, sir. It's three separate words. The code? 43160. 43160? Yes. And date of birth? June 17th, 1982. You said June... What, what was the date? 17th. And the year? 1982. Email? It's A-R-E-E-A, S as in sierra, T as in tango, 0708@gmail.com. So you said R.E. 0708@gmail.com? Yes, sir. Mm-hmm. And your phone number? It's 614-365-0194. You... All right. I've got to decline for you, Ms. Eastwood. Was there anything else I could help you with today? Uh, no, sir. You've been helpful. Thank you very much. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. Thank you. You, too. Bye-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: Hi, Malcolm. My name is Amanda, and I applied a couple of days, um, through Third Staffing. And they had told me that you, that it, I get auto-enrolled into some, some kind of medical benefits, and that if I didn't want them, I had to call this number to cancel. And that's what I'm doing.

Speaker speaker\_0: All right. What's the last four of your Social?

Speaker speaker\_1: 9345.

Speaker speaker\_0: First name?

Speaker speaker\_1: Amanda.

Speaker speaker\_0: Are you a brand new hire?

Speaker speaker\_1: Yeah. I h- Yeah, I haven't been placed or anything yet. I literally just applied a couple of days ago.

Speaker speaker\_0: All right. So I'm gonna have to add you in the system. What's your full Social?

Speaker speaker\_1: Um, it's 274-80-9345.

Speaker speaker\_0: You said 274-80-9345?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. H- how do you spell your first name?

Speaker speaker\_1: It's A-N-A-N-D-A.

Speaker speaker\_0: Did you say A-N-A-N-D-A?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Eastwood. E-A-S-T-W-O-O-D. Remington-

Speaker speaker\_0: Address.

Speaker speaker\_1: ... will coordinate you... It's 874 Pedacord. That's P as in papa, D as in echo. D as in delta, D as in delta, I as in indio, C as in, c as in charlie, O as in oscar, R as in romeo, D as in delta. And that's avenue.

Speaker speaker\_0: Uh, city?

Speaker speaker\_1: Washington Courthouse, Ohio.

Speaker speaker\_0: Did you say Washington Courthouse?

Speaker speaker\_1: Yes, sir. It's three separate words.

Speaker speaker\_0: The code?

Speaker speaker\_1: 43160.

Speaker speaker\_0: 43160?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And date of birth?

Speaker speaker\_1: June 17th, 1982.

Speaker speaker\_0: You said June... What, what was the date?

Speaker speaker\_1: 17th.

Speaker speaker\_0: And the year?

Speaker speaker\_1: 1982.

Speaker speaker\_0: Email?

Speaker speaker\_1: It's A-R-E.E-A, S as in sierra, T as in tango, 0708@gmail.com.

Speaker speaker\_0: So you said R.E. 0708@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Mm-hmm. And your phone number?

Speaker speaker\_1: It's 614-365-0194.

Speaker speaker\_0: You... All right. I've got to decline for you, Ms. Eastwood. Was there anything else I could help you with today?

Speaker speaker\_1: Uh, no, sir. You've been helpful. Thank you very much.

Speaker speaker\_0: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_1: Thank you. You, too. Bye-bye.

Speaker speaker\_0: Thank you. Bye.