

## **Transcript: Malcolm**

**Nash-5603036687712256-4843196608626688**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits 25. This is Malcolm. How can I help you? Uh, yes, sir. I was calling back. Uh, I forgot to put my dependent's social security number. All right. What staff company do you work for? MAU. What's the last four of your social? 7616. First name? Eric. You say Eric? Yeah. Last name? Schmitt, S-C-H-I-D-T. Okay. For security purposes, can you verify your address and date of birth for me? 275 Sammons Road, Taylor, South Carolina. January 25th, 1969. Okay. So we got your phone number, 864-275-7178. Yes. Um, hey, I gotta take this call that's coming in. Can you hang on? Yes, sir. All right.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits 25. This is Malcolm. How can I help you?

Speaker speaker\_2: Uh, yes, sir. I was calling back. Uh, I forgot to put my dependent's social security number.

Speaker speaker\_1: All right. What staff company do you work for?

Speaker speaker\_2: MAU.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 7616.

Speaker speaker\_1: First name?

Speaker speaker\_2: Eric.

Speaker speaker\_1: You say Eric?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Schmitt, S-C-H-I-D-T.

Speaker speaker\_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 275 Sammons Road, Taylor, South Carolina. January 25th, 1969.

Speaker speaker\_1: Okay. So we got your phone number, 864-275-7178.

Speaker speaker\_2: Yes. Um, hey, I gotta take this call that's coming in. Can you hang on?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: All right.