

## **Transcript: Malcolm**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits and a Card. This is Malcolm, how can I help you? Malcolm, good afternoon. My name is Crystal Plains. Just got a text message about benefits in the next 30 days. I already opted out of that back in November. All right. So sometimes those texts are, those texts are automatic. Did you want to make sure- Uh-huh. ... you just wanted to make sure that you declined it? That is correct. All right. What staffing company do you work for? Serge. What's the last four of your Social? 7447. First name? Crystal. C-R-Y-S-T-A-L. Last name? Planes. P as in Paul, L-A-N-E-S. All right. For security purposes, can you verify your address and date of birth for me? January 11th, 1966. Address is 3580 McGee Place Drive South, number 85, Montgomery, Alabama, 36111. Thank you. I'd like to see, it looks like you already declined it, Ms. Plains. Mm-hmm. Okay, good. All right then, I thank you very much for your time today, Malcolm. No problem, Miss Crystal. You have a great rest of your week. You too, now. Happy holidays. Thank you. Mm-hmm. Bye. You too. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thanks for calling Benefits and a Card. This is Malcolm, how can I help you?

Speaker speaker\_2: Malcolm, good afternoon. My name is Crystal Plains. Just got a text message about benefits in the next 30 days. I already opted out of that back in November.

Speaker speaker\_1: All right. So sometimes those texts are, those texts are automatic. Did you want to make sure-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... you just wanted to make sure that you declined it?

Speaker speaker\_2: That is correct.

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

Speaker speaker\_2: Serge.

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

Speaker speaker\_2: 7447.

Speaker speaker\_1: First name?

Speaker speaker\_2: Crystal. C-R-Y-S-T-A-L.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Planes. P as in Paul, L-A-N-E-S.

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

Speaker speaker\_2: January 11th, 1966. Address is 3580 McGee Place Drive South, number 85, Montgomery, Alabama, 36111.

Speaker speaker\_1: Thank you. I'd like to see, it looks like you already declined it, Ms. Plains.

Speaker speaker\_2: Mm-hmm. Okay, good. All right then, I thank you very much for your time today, Malcolm.

Speaker speaker\_1: No problem, Miss Crystal. You have a great rest of your week.

Speaker speaker\_2: You too, now. Happy holidays.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Mm-hmm. Bye.

Speaker speaker\_1: You too. Bye.