

Transcript: Malcolm

Nash-5674276158914560-4576930469724160

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. I think it's a problem because it's in the card. This is Malcolm. How can I help you? Uh, yes, sir. This is Tavante. I was calling because I had got a job through Surge at Westrock and I was trying to see if I was on y'all insurance because I don't want to be. I already got insurance. I don't want to have insurance with Surge. What's the last four of your social? Uh, 8531. First name? Tavante. Are you saying Devante or Tavante? Tavante. T-A-V-A-N-T-E. Are you a brand new hire? Yes, sir. So you said the last four is- I started, like, last week. You said the last four was 8531? Yeah, 8531. Let's see. You're not showing up in the system. No, no. Let me see. Make sure I'm on it. What's the full social? Full social? It is 4... 418-57-8531. You said 418-57-8531? Y- yes, sir. How do you spell your first name? T-A-V-A-N-T-E. Last name? Shropshire. S-H-R-O-P S-H-I-R-E. You said S-H-R-O-P? Yes, sir. S-H-I-R-E. Let me see the address for you. Uh, 802 Tree Terrace Parkway. City? Uh, Austell. Austell, Georgia. How do you spell that? A-U-S-T-E-L-L, Georgia. You said A-U-S-T- E-L-L. Zip code? Oh, shit. Hold on. Hold on. I just moved here, like, a couple months ago. You're fine. All right. Austell. Okay, it's 30106. Your date of birth? 2/29/04. Email? Huh? Email? Email. Uh, I'm trying to remember which one I used for you 'cause does it matter? Like- You got one? Do I use my iWiG? What's the phone number? 256-238-3469. You said 256-238-3469? Yes, sir. And just to clarify, you said your social was 418-57-8531? Yes, sir. All right, I just want to make sure. I got that declined for you, Mr. Tavante. Was there anything else I can help you with today? Oh, you got the insurance offer? Yes, sir. Okay. All right, that's cool. Appreciate it. That's all I needed. If there's nothing else, I think it's a common benefits in the card. I hope you have a great rest of your week now. Okay, you too. See you.

Conversation Format

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

Speaker speaker_1: I think it's a problem because it's in the card. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, yes, sir. This is Tavante. I was calling because I had got a job through Surge at Westrock and I was trying to see if I was on y'all insurance because I don't want to be. I already got insurance. I don't want to have insurance with Surge.

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

Speaker speaker_2: Uh, 8531.

Speaker speaker_1: First name?

Speaker speaker_2: Tavante.

Speaker speaker_1: Are you saying Devante or Tavante?

Speaker speaker_2: Tavante. T-A-V-A-N-T-E.

Speaker speaker_1: Are you a brand new hire?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: So you said the last four is-

Speaker speaker_2: I started, like, last week.

Speaker speaker_1: You said the last four was 8531?

Speaker speaker_2: Yeah, 8531.

Speaker speaker_1: Let's see. You're not showing up in the system.

Speaker speaker_2: No, no. Let me see. Make sure I'm on it.

Speaker speaker_1: What's the full social?

Speaker speaker_2: Full social? It is 4... 418-57-8531.

Speaker speaker_1: You said 418-57-8531?

Speaker speaker_2: Y- yes, sir.

Speaker speaker_1: How do you spell your first name?

Speaker speaker_2: T-A-V-A-N-T-E.

Speaker speaker_1: Last name?

Speaker speaker_2: Shropshire. S-H-R-O-P S-H-I-R-E.

Speaker speaker_1: You said S-H-R-O-P?

Speaker speaker_2: Yes, sir. S-H-I-R-E.

Speaker speaker_1: Let me see the address for you.

Speaker speaker_2: Uh, 802 Tree Terrace Parkway.

Speaker speaker_1: City?

Speaker speaker_2: Uh, Austell. Austell, Georgia.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: A-U-S-T-E-L-L, Georgia.

Speaker speaker_1: You said A-U-S-T-

Speaker speaker_2: E-L-L.

Speaker speaker_1: Zip code?

Speaker speaker_2: Oh, shit. Hold on. Hold on. I just moved here, like, a couple months ago.

Speaker speaker_1: You're fine. All right.

Speaker speaker_2: Austell. Okay, it's 30106.

Speaker speaker_1: Your date of birth?

Speaker speaker_2: 2/29/04.

Speaker speaker_1: Email?

Speaker speaker_2: Huh? Email?

Speaker speaker_1: Email.

Speaker speaker_2: Uh, I'm trying to remember which one I used for you 'cause does it matter? Like-

Speaker speaker_1: You got one?

Speaker speaker_2: Do I use my iWiG?

Speaker speaker_1: What's the phone number?

Speaker speaker_2: 256-238-3469.

Speaker speaker_1: You said 256-238-3469?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And just to clarify, you said your social was 418-57-8531?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right, I just want to make sure. I got that declined for you, Mr. Tavante. Was there anything else I can help you with today?

Speaker speaker_2: Oh, you got the insurance offer?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. All right, that's cool. Appreciate it. That's all I needed.

Speaker speaker_1: If there's nothing else, I think it's a common benefits in the card. I hope you have a great rest of your week now.

Speaker speaker_2: Okay, you too.

Speaker speaker_1: See you.