

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hey, Malcolm. Uh, I work for Megaforce, um, um, and I wanna decline that healthcare service. I don't need it. All right. What's the last four of your social? 0461. First name? Hanifa. Last name? Brown. All right. For security purposes, can you verify your address and date of birth for me? 5422... Well, 5422 Axton Road, Axton, Virginia 20... Oh God, what's the address? I mean, the... 24054 is the new address. And what else you need? 73178. So we have the 5422 Axton Road address. Could you verify that one? That's the one I just gave you. 5422 Axton Road, Axton, Virginia, um, 24054 was the ZIP code. We need date of birth. 07/31/78. You... So did you want me to update that address for you? What address you have on there? I just gave you the new- the address, 5422 Axton Road. Oh, okay. That's the new one. You had sent another one. I thought that was the one with the new one. No, the new one is the Axton Road. That's why I'm whispering it. Okay. And the phone number is 336-268-5999? Yes, sir. And there's no email filed. Would you like to add an email? Yeah. Brown, like the color? Mm-hmm. My first name, Hanifa. The number 11 at gmail.com. You... All right. I got that declined for you, Miss Brown. Was there anything else I can help you with today? No, that's fine. Thank you. I appreciate it. You have a great day. You too. Thank you. Uh-huh.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hey, Malcolm. Uh, I work for Megaforce, um, um, and I wanna decline that healthcare service. I don't need it.

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

Speaker speaker_1: 0461.

Speaker speaker_0: First name?

Speaker speaker_1: Hanifa.

Speaker speaker_0: Last name?

Speaker speaker_1: Brown.

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

Speaker speaker_1: 5422... Well, 5422 Axton Road, Axton, Virginia 20... Oh God, what's the address? I mean, the... 24054 is the new address. And what else you need? 73178.

Speaker speaker_0: So we have the 5422 Axton Road address. Could you verify that one?

Speaker speaker_1: That's the one I just gave you. 5422 Axton Road, Axton, Virginia, um, 24054 was the ZIP code.

Speaker speaker_0: We need date of birth.

Speaker speaker_1: 07/31/78.

Speaker speaker_0: You... So did you want me to update that address for you?

Speaker speaker_1: What address you have on there? I just gave you the new- the address, 5422 Axton Road.

Speaker speaker_0: Oh, okay. That's the new one. You had sent another one. I thought that was the one with the new one.

Speaker speaker_1: No, the new one is the Axton Road. That's why I'm whispering it.

Speaker speaker_0: Okay. And the phone number is 336-268-5999?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And there's no email filed. Would you like to add an email?

Speaker speaker_1: Yeah. Brown, like the color?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: My first name, Hanifa. The number 11 at gmail.com.

Speaker speaker_0: You... All right. I got that declined for you, Miss Brown. Was there anything else I can help you with today?

Speaker speaker_1: No, that's fine. Thank you. I appreciate it. You have a great day.

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: Uh-huh.