

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey, uh, not problem. Um, I was just calling to see, um, when my benefits, uh, roll over. Say that again? I was just, uh, calling to see when my benefits roll over. What staffing company do you work for? Uh, ISS, Innovative Staffing Services. The last four of your social? It's 1181. First name? Garrett. Garrett is spelled with two, uh, two Rs and two Ts, by the way. Okay. For security purposes, can you verify your add- your address and date of birth for me? It's 243 Edgewood, Saint Leonard, Illinois and my birthday is 04/02/2001. Thank you. So we got your phone number, 812-887-9338. Yep. And then your email is jacksongarrett774 at gmail.com? Yes, sir. All right. So it looks like you're still waiting for that first deduction to happen. Okay. Uh, does that automatically come out or... Yes, sir. It's, it's, it's totally up to whenever Innovative Staffing make that deduction. Okay. Uh, well, I appreciate it very much. I'll probably have to talk to them about whenever that probably has to come. All right. Well, was there anything else I can help you with today, Mr. Jackson? Uh, no. That'll be it. All right. Well, if nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Bye-bye. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, uh, not problem. Um, I was just calling to see, um, when my benefits, uh, roll over.

Speaker speaker_0: Say that again?

Speaker speaker_1: I was just, uh, calling to see when my benefits roll over.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, ISS, Innovative Staffing Services.

Speaker speaker_0: The last four of your social?

Speaker speaker_1: It's 1181.

Speaker speaker_0: First name?

Speaker speaker_1: Garrett. Garrett is spelled with two, uh, two Rs and two Ts, by the way.

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

Speaker speaker_1: It's 243 Edgewood, Saint Leonard, Illinois and my birthday is 04/02/2001.

Speaker speaker_0: Thank you. So we got your phone number, 812-887-9338.

Speaker speaker_1: Yep.

Speaker speaker_0: And then your email is jacksongarrett774 at gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. So it looks like you're still waiting for that first deduction to happen.

Speaker speaker_1: Okay. Uh, does that automatically come out or...

Speaker speaker_0: Yes, sir. It's, it's, it's totally up to whenever Innovative Staffing make that deduction.

Speaker speaker_1: Okay. Uh, well, I appreciate it very much. I'll probably have to talk to them about whenever that probably has to come.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Mr. Jackson?

Speaker speaker_1: Uh, no. That'll be it.

Speaker speaker_0: All right. Well, if nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you.