

## **Transcript: Malcolm**

**Nash-5970820573216768-5262466137767936**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Business Fix in the Car. This is Malcolm. How can I help you? Uh, yes, my name is Kevin McArley. I work for, um, I work for, uh, um... Dang it. I work for a company that- Is this- That supplied insurance through y'all and, uh, um, I rec- I got another job and I've been paying y'all weekly until my other insurance kicks in, and I just need to make another payment. All right. What was the, what's the last four of your social? Uh, 3069. First name? Kevin. Last name? McArley. Is it BG S., BG SF? BG Staffing, yes. BGSS. For security purposes, can you verify your address and date of birth for me? Sure. 9-9-1372, uh, 6919 Cherry Meadow Drive, Austin, Texas 78745. Thank you. And your date of birth? Uh, 9-13-72. Thank you. Mm-hmm. So it looks like you've, you've made the maximum amount of direct payments that you can, which this is for. Oh, okay. But it looks like no more, to make direct payments. Okay. So, all right. So I can't inscri- ins-, uh, continue it anymore then. All right. No, sir. All right. I'll make do then. Thank you. You have a good one. You too. Thank you. Bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thanks for calling Business Fix in the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Uh, yes, my name is Kevin McArley. I work for, um, I work for, uh, um... Dang it. I work for a company that-

Speaker speaker\_1: Is this-

Speaker speaker\_2: That supplied insurance through y'all and, uh, um, I rec- I got another job and I've been paying y'all weekly until my other insurance kicks in, and I just need to make another payment.

Speaker speaker\_1: All right. What was the, what's the last four of your social?

Speaker speaker\_2: Uh, 3069.

Speaker speaker\_1: First name?

Speaker speaker\_2: Kevin.

Speaker speaker\_1: Last name?

Speaker speaker\_2: McArley.

Speaker speaker\_1: Is it BG S., BG SF?

Speaker speaker\_2: BG Staffing, yes. BGSS.

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

Speaker speaker\_2: Sure. 9-9-1372, uh, 6919 Cherry Meadow Drive, Austin, Texas 78745.

Speaker speaker\_1: Thank you. And your date of birth?

Speaker speaker\_2: Uh, 9-13-72.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So it looks like you've, you've made the maximum amount of direct payments that you can, which this is for.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: But it looks like no more, to make direct payments.

Speaker speaker\_2: Okay. So, all right. So I can't inscri- ins-, uh, continue it anymore then. All right.

Speaker speaker\_1: No, sir.

Speaker speaker\_2: All right. I'll make do then. Thank you. You have a good one.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_2: Bye-bye.

Speaker speaker\_1: Bye.