

## **Transcript: Malcolm**

**Nash-5994098915196928-5246907321860096**

### **Full Transcript**

Thanks for calling Benefits in the ... How can I help you? Yes, um, I was gonna qu- I'm calling because I don't want to be enrolled in the benefits. What staffing company you work for us? For Surge. What's the last four of your social? 9789. First name? Edwin Penas Morales. For security purposes, could you verify the address and date of birth for me? 228 South Oakley, 43204, date of birth 5/26/1975. Can you be quiet? I got that declined for you, Mr. Edwin. Was there anything else I can help you with today? Um, this is just for benefits or this is just overall? I want to- This is just benefits. Oh, just benefits, okay. That, that be all then. Thank you. No problem. You have a great rest of your week. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in the ... How can I help you?

Speaker speaker\_1: Yes, um, I was gonna qu- I'm calling because I don't want to be enrolled in the benefits.

Speaker speaker\_0: What staffing company you work for us?

Speaker speaker\_1: For Surge.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 9789.

Speaker speaker\_0: First name?

Speaker speaker\_1: Edwin Penas Morales.

Speaker speaker\_0: For security purposes, could you verify the address and date of birth for me?

Speaker speaker\_1: 228 South Oakley, 43204, date of birth 5/26/1975. Can you be quiet?

Speaker speaker\_0: I got that declined for you, Mr. Edwin. Was there anything else I can help you with today?

Speaker speaker\_1: Um, this is just for benefits or this is just overall? I want to-

Speaker speaker\_0: This is just benefits.

Speaker speaker\_1: Oh, just benefits, okay. That, that be all then. Thank you.

Speaker speaker\_0: No problem. You have a great rest of your week.

Speaker speaker\_1: Thank you.