

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card, this is Malcolm, how can I help you? Hi. Um, I just wanted to decline benefits. Okay. What staffing company do you work for? I'm sorry? What staffing company do you work for? Uh, Spherion. Oh, no wait, I'm so sorry. It's Surge. Thank you. What's the last four of your social? 7930. First name? Kylee. You say Kylie? Yeah. K-Y-L-E-E. Are you a brand new hire? Yeah. All right, so I'ma have to add you in the system. What's your full social? 270-90-7930. You said 270-90- Yep. ... 7930? Yep. Can you... How do you spell your first name? K-Y-L-E-E. Last name? Clamps, like you clamp something down. What's the address for you? 212 Cook Street, and that's 44849. Cook Street, C-O-O-K Street? Yeah. And the city and state? Naveda, Ohio. How do you spell out Naveda? Just like Nevada. Yeah. And date of birth? 10/9/'86. Email? KClamps19@live, L-I-V as in victor, E as in elephant.com. You said L-V-E.com? No, live, L-I-V-E.com. Give me your phone number. 419-310-8251. You said 419-310-8251? Yes. Do you know... All right, I've got that declined for you, Ms. Clamps. Was there anything else I could help you with today? No, that was it. Thanks for calling Benefits in the Card, I hope you have a great rest of your day. Thank you, you too. Bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card, this is Malcolm, how can I help you?

Speaker speaker_2: Hi. Um, I just wanted to decline benefits.

Speaker speaker_1: Okay. What staffing company do you work for?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, Spherion. Oh, no wait, I'm so sorry. It's Surge.

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

Speaker speaker_2: 7930.

Speaker speaker_1: First name?

Speaker speaker_2: Kylee.

Speaker speaker_1: You say Kylie?

Speaker speaker_2: Yeah. K-Y-L-E-E.

Speaker speaker_1: Are you a brand new hire?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right, so I'ma have to add you in the system. What's your full social?

Speaker speaker_2: 270-90-7930.

Speaker speaker_1: You said 270-90-

Speaker speaker_3: Yep.

Speaker speaker_1: ... 7930?

Speaker speaker_3: Yep.

Speaker speaker_1: Can you... How do you spell your first name?

Speaker speaker_2: K-Y-L-E-E.

Speaker speaker_1: Last name?

Speaker speaker_2: Clamps, like you clamp something down.

Speaker speaker_1: What's the address for you?

Speaker speaker_2: 212 Cook Street, and that's 44849.

Speaker speaker_1: Cook Street, C-O-O-K Street?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the city and state?

Speaker speaker_2: Naveda, Ohio.

Speaker speaker_1: How do you spell out Naveda?

Speaker speaker_2: Just like Nevada.

Speaker speaker_1: Yeah. And date of birth?

Speaker speaker_2: 10/9/'86.

Speaker speaker_1: Email?

Speaker speaker_2: KClamps19@live, L-I-V as in victor, E as in elephant.com.

Speaker speaker_1: You said L-V-E.com?

Speaker speaker_2: No, live, L-I-V-E.com.

Speaker speaker_1: Give me your phone number.

Speaker speaker_2: 419-310-8251.

Speaker speaker_1: You said 419-310-8251?

Speaker speaker_2: Yes.

Speaker speaker_1: Do you know... All right, I've got that declined for you, Ms. Clamps. Was there anything else I could help you with today?

Speaker speaker_2: No, that was it.

Speaker speaker_1: Thanks for calling Benefits in the Card, I hope you have a great rest of your day.

Speaker speaker_2: Thank you, you too. Bye.

Speaker speaker_1: Thank you. Bye.