

Transcript: Malcolm

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Full Transcript

... thanks for calling Benefits on the Card. This is Malcolm. How can I help you? Oh, hey. I was just calling to, uh, cancel my benefits. All right. What staffing company do you work for? I work for Surge, Surge Staffing. Okay. What's the last four of your social? 6938. First name? It's Zenon, Z-E-N-O-N. Last name? Aguirre, A-G-U-I-R-R-E. Okay. You're a brand-new hire? Yes, sir. All right, so I'm gonna have to add you in the system. So give me one moment. You said Surge, correct? That's correct. All right. What's your full social? It's 256-93-6938. You said 256-93-6938? Yes, that's correct. And your mi- first name? How do you spell that again? Z-E-N-O-N. You said Z-E-M-O-N? Oh, no. It's, it's two Ns. Well, Z-E-N as in Zen, O-N as in ON. Oh, Zenon, Zenon. Mm-hmm. Yes, sir. And last name? Aguirre, A-G-U-I-R-R-E. Okay. Your address? 3090 Poplar, P-O-P-L-A-R. P-O-P- Mm-hmm. P-O-P-L-A-R. City? Um, oh, I'm sorry. That was... It was Poplar Springs Drive. All right. And the city? Gainesville, Georgia. Gainesville. Zip code? 30507. 30507? Mm-hmm. Date of birth? 06/14/1995. Email? Zday0815@gmail.com. You said Zday0815 at gmail.com? That's correct. And phone number? 678-769-1390. You said sec... You said 678-769-1390? Those are six... The first, the first number was six. You said 678-769-1390? Mm-hmm. Okay. All right. I got that decline for you, Mr. Zenon. Uh, happy with anything else I can help you with today? No, sir. That'll be it. Thank you so much. No problem. If there's nothing else, thanks for calling Benefits on the Card. I hope you have a great weekend and that. Thank you. You, too. Bye. Take care.

Conversation Format

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

Speaker speaker_1: Oh, hey. I was just calling to, uh, cancel my benefits.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: I work for Surge, Surge Staffing.

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

Speaker speaker_1: 6938.

Speaker speaker_0: First name?

Speaker speaker_1: It's Zenon, Z-E-N-O-N.

Speaker speaker_0: Last name?

Speaker speaker_1: Aguirre, A-G-U-I-R-R-E.

Speaker speaker_0: Okay. You're a brand-new hire?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right, so I'm gonna have to add you in the system. So give me one moment. You said Surge, correct?

Speaker speaker_1: That's correct.

Speaker speaker_0: All right. What's your full social?

Speaker speaker_1: It's 256-93-6938.

Speaker speaker_0: You said 256-93-6938?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: And your mi- first name? How do you spell that again?

Speaker speaker_1: Z-E-N-O-N.

Speaker speaker_0: You said Z-E-M-O-N?

Speaker speaker_1: Oh, no. It's, it's two Ns. Well, Z-E-N as in Zen, O-N as in ON.

Speaker speaker_0: Oh, Zenon, Zenon.

Speaker speaker_1: Mm-hmm. Yes, sir.

Speaker speaker_0: And last name?

Speaker speaker_1: Aguirre, A-G-U-I-R-R-E.

Speaker speaker_0: Okay. Your address?

Speaker speaker_1: 3090 Poplar, P-O-P-L-A-R.

Speaker speaker_0: P-O-P-

Speaker speaker_1: Mm-hmm. P-O-P-L-A-R.

Speaker speaker_0: City?

Speaker speaker_1: Um, oh, I'm sorry. That was... It was Poplar Springs Drive.

Speaker speaker_0: All right. And the city?

Speaker speaker_1: Gainesville, Georgia. Gainesville.

Speaker speaker_0: Zip code?

Speaker speaker_1: 30507.

Speaker speaker_0: 30507?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 06/14/1995.

Speaker speaker_0: Email?

Speaker speaker_1: Zday0815@gmail.com.

Speaker speaker_0: You said Zday0815 at gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: And phone number?

Speaker speaker_1: 678-769-1390.

Speaker speaker_0: You said sec... You said 678-769-1390?

Speaker speaker_1: Those are six... The first, the first number was six.

Speaker speaker_0: You said 678-769-1390?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. All right. I got that decline for you, Mr. Zenon. Uh, happy with anything else I can help you with today?

Speaker speaker_1: No, sir. That'll be it. Thank you so much.

Speaker speaker_0: No problem. If there's nothing else, thanks for calling Benefits on the Card. I hope you have a great weekend and that.

Speaker speaker_1: Thank you. You, too. Bye.

Speaker speaker_0: Take care.