

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? Uh, yes, I was calling to opt out of the benefits. What staffing company you work for? Carlson Staffing. Last four of your Social? Two, seven, zero, three. First name? Ellen. Last name? Williams. And for security purposes, can you verify your address and date of birth for me? 3526 George Washington Lane in Missouri City, Texas, seven, seven, four, five, nine, eleven, six, 1986. Thank you. So we got your phone number, two, eight, one, two, four, five, five, zero, two, six? Correct. And your email is ellen.williams86@yahoo.com? Correct. Thank you. All right, I got that declined for you, Ms. Williams. Was there anything else I can help you with today? No, sir, that's it. Thank you so much and happy holidays. No problem. Thanks for calling Benefits in the Card, and happy holidays to you as well. Thank you. 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 Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_2: Uh, yes, I was calling to opt out of the benefits.

Speaker speaker_1: What staffing company you work for?

Speaker speaker_2: Carlson Staffing.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: Two, seven, zero, three.

Speaker speaker_1: First name?

Speaker speaker_2: Ellen.

Speaker speaker_1: Last name?

Speaker speaker_2: Williams.

Speaker speaker_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 3526 George Washington Lane in Missouri City, Texas, seven, seven, four, five, nine, eleven, six, 1986.

Speaker speaker_1: Thank you. So we got your phone number, two, eight, one, two, four, five, five, zero, two, six?

Speaker speaker_2: Correct.

Speaker speaker_1: And your email is ellen.williams86@yahoo.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Thank you. All right, I got that declined for you, Ms. Williams. Was there anything else I can help you with today?

Speaker speaker_2: No, sir, that's it. Thank you so much and happy holidays.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Card, and happy holidays to you as well. Thank you.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Bye.