

Transcript: Malcolm

Nash-6250706553323520-6155780998086656

Full Transcript

Hello? Hello? Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey, I was calling, um... Trying to cancel the benefits. What staffing company do you work for? Search. The last four of your Social? One, eight, three, eight. First name? Aisha. Last name? Smith. Okay. For, for security purposes, can you verify your address and date of birth for me? 1124 Latham, Memphis, Tennessee 38106. Date of birth, two, five, nine, two. Thank you. Mm. And I got that decline for you, Ms. Smith. Was there anything else I can help you with today? You said what, now? Said I got that decline for you. Was there anything else I can help you with today? No, sir. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. Okay. You stay well.

Conversation Format

Speaker speaker_0: Hello? Hello?

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_0: Hey, I was calling, um... Trying to cancel the benefits.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_0: Search.

Speaker speaker_1: The last four of your Social?

Speaker speaker_0: One, eight, three, eight.

Speaker speaker_1: First name?

Speaker speaker_0: Aisha.

Speaker speaker_1: Last name?

Speaker speaker_0: Smith.

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

Speaker speaker_0: 1124 Latham, Memphis, Tennessee 38106. Date of birth, two, five, nine, two.

Speaker speaker_1: Thank you.

Speaker speaker_0: Mm.

Speaker speaker_1: And I got that decline for you, Ms. Smith. Was there anything else I can help you with today?

Speaker speaker_0: You said what, now?

Speaker speaker_1: Said I got that decline for you. Was there anything else I can help you with today?

Speaker speaker_0: No, sir. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_0: Okay. You stay well.