

## **Transcript: Malcolm**

**Nash-6263841085374464-5756823064985600**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Um, yes, my name is Mary Dickinson and I just was calling to opt out of the insurance for work. Say that again, ma'am. I could barely hear you. I'm sorry. Uh, my name... Can you hear me now? Yes, ma'am. My's Mary Dickinson and I'm wanting to opt out of the insurance from work. And what's that, the company you work for? The WorkSmart Staffing at, um, Part C. Or WorkSmart. Sorry. That's okay. No, you're fine. For security purposes, can you verify your address and date of birth for me? Yes. It's 4519 Highway 246 North in Hodges, South Carolina. 29653. And your date of birth? Um, 8/4/61. Sorry. There you go. No, you're fine. I've got that declined for you, Miss Mary. Was there anything else I could help you with today? No. That's all. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. Thank you. You, too. Bye-bye. Thank you. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Um, yes, my name is Mary Dickinson and I just was calling to opt out of the insurance for work.

Speaker speaker\_0: Say that again, ma'am. I could barely hear you.

Speaker speaker\_1: I'm sorry. Uh, my name... Can you hear me now?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: My's Mary Dickinson and I'm wanting to opt out of the insurance from work.

Speaker speaker\_0: And what's that, the company you work for?

Speaker speaker\_1: The WorkSmart Staffing at, um, Part C. Or WorkSmart. Sorry.

Speaker speaker\_0: That's okay. No, you're fine. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Yes. It's 4519 Highway 246 North in Hodges, South Carolina. 29653.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Um, 8/4/61. Sorry.

Speaker speaker\_0: There you go. No, you're fine. I've got that declined for you, Miss Mary. Was there anything else I could help you with today?

Speaker speaker\_1: No. That's all. Thank you.

Speaker speaker\_0: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_1: Thank you. You, too. Bye-bye.

Speaker speaker\_0: Thank you. Bye.