**Transcript: Malcolm** 

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## **Full Transcript**

A bill a- they got easy that they just... Um, benefits or the card, there's an amount that I can help you. Hi, my name is Abdul Aziz Abdi and my, my health care is not working. Say that again, sir. My healthcare is not working. This is Abdul Aziz Abdi. What staffing company do you work for? My UK is not working. My- Your care, abla, is it Caberea. Capore seca recala su el cabrea. No, no. Eguaguir. My, my company, my co- I work for a company. Dayaz Pan de Surge. What staffing company do you work for, sir? Dayaz Pan de Surge. Surge? Dayaz Pan de Surge. I'm not understanding what you're saying, sir. Dayaz Pan de Surge. Oosa gorra Dayaz Pan de Surge. Nihah nih yah. Okay, then yah. Dayaz Pan de Surge. Arse gur. Arse gur delay. Wah galaz lah-aye. It's complete. I'm not sure what you need, sir. What staffing company do you work for? I don't know, the lab, my, my, my insurance is not working. Huh, huh. Dayaz bill. Dayaz bill bay karke lezi weluh- All kind of really. Well, dayaz bill prezi. Complain to me. I'm not understanding you, sir. The humbling, uh- Ah, humpty der no. I conniver the Somali. When's the bird? Yeah. Sir, I'm not understanding what you mean. I did a intro for a Somali. Somali inter- What staffing company do you work for? I need a Somali interper. Cake, cake, dan, dessert. I need a Somali interper. I know. Um. There's too many people talking, sir. I'm not sure who I'm speaking to directly. Who am I, who needs the help directly? Hey. They ask, they ask, supposed to be, this was Dayaz, Dayaz, Dayaz. What's the last four of your social? Y- zero, zero, zero, three. Seven. That answer to the mother. Yeah. You said one, zero, zero, three? Yes, and... Your first name? Abdulaziz. How do you spell that? What spell that? A-B-D-I-R-I-S-A-K. I can barely hear you, sir. No, I think I'm him. Uh. A-B-D-I-R-I-S-A... I-S... A-K. A-K. You say A... You say A-D-B? A-B-D-I-R-I-S-A-K. That's your first name? Yes, sir. Are you saying A as in apple? Yes. B as in book. Are you saying B as in book or B as... B as... Could you spell it out, sir? We can't hear you. A as in apple. Mm-hmm. A as in apple. B as in boy. D as in dog. I as in . I-S-A-K. A-B-D-I-S... A-K? Right. A-B-D-I-R-I-S-A-K, dude. No, you're not showing up in the system, sir. Are you a brand new hire?

## **Conversation Format**

Speaker speaker\_0: A bill a- they got easy that they just...

Speaker speaker\_1: Um, benefits or the card, there's an amount that I can help you.

Speaker speaker 0: Hi, my name is Abdul Aziz Abdi and my, my health care is not working.

Speaker speaker\_1: Say that again, sir.

Speaker speaker\_0: My healthcare is not working. This is Abdul Aziz Abdi.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_0: My UK is not working. My-

Speaker speaker\_2: Your care, abla, is it Caberea. Capore seca recala su el cabrea.

Speaker speaker\_0: No, no.

Speaker speaker\_2: Eguaguir.

Speaker speaker\_0: My, my company, my co- I work for a company. Dayaz Pan de Surge.

Speaker speaker 1: What staffing company do you work for, sir?

Speaker speaker\_0: Dayaz Pan de Surge.

Speaker speaker\_1: Surge?

Speaker speaker 0: Dayaz Pan de Surge.

Speaker speaker\_1: I'm not understanding what you're saying, sir.

Speaker speaker\_0: Dayaz Pan de Surge.

Speaker speaker\_2: Oosa gorra Dayaz Pan de Surge. Nihah nih yah. Okay, then yah.

Speaker speaker\_0: Dayaz Pan de Surge.

Speaker speaker\_2: Arse gur. Arse gur delay. Wah galaz lah-aye. It's complete.

Speaker speaker\_1: I'm not sure what you need, sir. What staffing company do you work for?

Speaker speaker\_0: I don't know, the lab, my, my, my insurance is not working.

Speaker speaker\_2: Huh, huh. Dayaz bill. Dayaz bill bay karke lezi weluh-

Speaker speaker\_0: All kind of really.

Speaker speaker\_2: Well, dayaz bill prezi.

Speaker speaker\_3: Complain to me.

Speaker speaker 1: I'm not understanding you, sir.

Speaker speaker\_3: The humbling, uh-

Speaker speaker\_2: Ah, humpty der no.

Speaker speaker\_3: I conniver the Somali. When's the bird? Yeah.

Speaker speaker\_1: Sir, I'm not understanding what you mean.

Speaker speaker\_3: I did a intro for a Somali. Somali inter-

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_3: I need a Somali interper.

Speaker speaker\_2: Cake, cake, dan, dessert.

Speaker speaker\_3: I need a Somali interper.

Speaker speaker\_2: I know. Um.

Speaker speaker\_1: There's too many people talking, sir. I'm not sure who I'm speaking to directly. Who am I, who needs the help directly?

Speaker speaker\_2: Hey. They ask, they ask, supposed to be, this was Dayaz, Dayaz, Dayaz.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: Y- zero, zero, zero, three.

Speaker speaker\_3: Seven. That answer to the mother. Yeah.

Speaker speaker\_1: You said one, zero, zero, three?

Speaker speaker\_2: Yes, and...

Speaker speaker\_1: Your first name?

Speaker speaker\_2: Abdulaziz.

Speaker speaker\_1: How do you spell that?

Speaker speaker\_2: What spell that?

Speaker speaker\_0: A-B-D-I-R-I-S-A-K.

Speaker speaker\_1: I can barely hear you, sir.

Speaker speaker\_3: No, I think I'm him. Uh.

Speaker speaker\_0: A-B-D-I-R-I-S-A... I-S... A-K.

Speaker speaker\_3: A-K.

Speaker speaker\_1: You say A... You say A-D-B?

Speaker speaker\_0: A-B-D-I-R-I-S-A-K.

Speaker speaker\_1: That's your first name?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Are you saying A as in apple?

Speaker speaker\_0: Yes. B as in book.

Speaker speaker\_1: Are you saying B as in book or B as...

Speaker speaker\_0: B as...

Speaker speaker\_3: Could you spell it out, sir? We can't hear you.

Speaker speaker\_2: A as in apple.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: A as in apple. B as in boy. D as in dog. I as in . I-S-A-K.

Speaker speaker\_1: A-B-D-I-S... A-K?

Speaker speaker\_0: Right. A-B-D-I-R-I-S-A-K, dude.

Speaker speaker\_1: No, you're not showing up in the system, sir. Are you a brand new hire?