

## **Transcript: Malcolm**

**Nash-6364950026469376-4708072473182208**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits and a Card. This is Malcolm. How can I help you? Yes, hello, Malcolm. Um, I just want to go and decline, um, the Benefits and a Card. What's the tax company you work for? Um, Surge. S-U-R-G-E. What's the last four of your Social? 3018. First name? Noah. Last name? Harner. H-A-R-N-E-R. Are you a brand new hire? Yes. So I'ma have to add you in the system as a client. What's your full Social? 301-84-3018. You said 301-84-3018? Yes, 301-84-3018. All right. First name? Noah. How do you spell it? Like Noah's ark. N-O-A-H? Yes. Last name? Harner. H-A-R, N as in Noah, E-R. You said H-A-R-N-E-R? Yes. Okay. Let me get the address for you. 155 South Market Street. And the city? Logan, Ohio. 43138. Date of birth? September 2nd, 1974. Email? Uh, noah.a.harner@gmail.com. And your phone number. 740-808-0107. Yeah. All right. I got that declined for you, Mr. Noah. Was there anything else I could help? Nope, that's it. All right. If there's nothing else, thanks for calling Benefits and a Card. I hope you have a great rest of your week, man. You too. Thank you. Bye-bye. Yeah. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits and a Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Yes, hello, Malcolm. Um, I just want to go and decline, um, the Benefits and a Card.

Speaker speaker\_1: What's the tax company you work for?

Speaker speaker\_2: Um, Surge. S-U-R-G-E.

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

Speaker speaker\_2: 3018.

Speaker speaker\_1: First name?

Speaker speaker\_2: Noah.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Harner. H-A-R-N-E-R.

Speaker speaker\_1: Are you a brand new hire?

Speaker speaker\_2: Yes.

Speaker speaker\_1: So I'ma have to add you in the system as a client. What's your full Social?

Speaker speaker\_2: 301-84-3018.

Speaker speaker\_1: You said 301-84-3018?

Speaker speaker\_2: Yes, 301-84-3018.

Speaker speaker\_1: All right. First name?

Speaker speaker\_2: Noah.

Speaker speaker\_1: How do you spell it?

Speaker speaker\_2: Like Noah's ark.

Speaker speaker\_1: N-O-A-H?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Harner. H-A-R, N as in Noah, E-R.

Speaker speaker\_1: You said H-A-R-N-E-R?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Let me get the address for you.

Speaker speaker\_2: 155 South Market Street.

Speaker speaker\_1: And the city?

Speaker speaker\_2: Logan, Ohio. 43138.

Speaker speaker\_1: Date of birth?

Speaker speaker\_2: September 2nd, 1974.

Speaker speaker\_1: Email?

Speaker speaker\_2: Uh, noah.a.harner@gmail.com.

Speaker speaker\_1: And your phone number.

Speaker speaker\_2: 740-808-0107.

Speaker speaker\_1: Yeah. All right. I got that declined for you, Mr. Noah. Was there anything else I could help?

Speaker speaker\_2: Nope, that's it.

Speaker speaker\_1: All right. If there's nothing else, thanks for calling Benefits and a Card. I hope you have a great rest of your week, man.

Speaker speaker\_2: You too. Thank you. Bye-bye.

Speaker speaker\_1: Yeah. Bye.