

## Transcript: Malcolm

Nash-6462753472036864-4515404109627392

### Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Oh, yes. Uh, I'm calling because, uh, the res- uh, the human resources lady wanted me to make sure... I thought I had denied the, uh, the- the benefits, but I want to make sure that I did. My name is Sharena McPherson. What staffing company do you work for? Uh, Integrity. What's the last four of your social? 7550. And what was your first name again? Sharena. You said you work for Integrity and your last five- last four is 7550? Yes. Are you a brand new hire? Yes, I am. Okay, so I'm gonna have to add you in the system because you're not showing up on our end. Well... Yeah. Because I- What is your full social? It's 428-35-7550. You said 428-35-7550? Yes. Hey, how do you spell your first name? S-H-A-R-E-N-A. S-H-A-R-E-N-A? Yes. And last name? McPherson. M-C-P-H-E-R-S-O-N. And can I get the address for you? 3808 Carnation. C-A-R-N-A-T-I- How do you spell that? ... N. C-A-R-N-A-T-I-O-N Court. Jeffersonville, Indiana. Zip code? 47130. You said 47130? Yes. And date of birth. April the 5th, 1965. What was the... What was the year? 1965. Thank you. Email? Ena... E-N-A-M-C-P-H-E-R-S-O-N@Yahoo.com. And your phone number. 812-207-6023. Thank you. Hey, I got that declined for you, Ms. McPherson. Is there anything else I can help you with today? No, sir. Thank you. No problem. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Thank you. You too. Bye-bye.

### Conversation Format

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

Speaker speaker\_1: Oh, yes. Uh, I'm calling because, uh, the res- uh, the human resources lady wanted me to make sure... I thought I had denied the, uh, the- the benefits, but I want to make sure that I did. My name is Sharena McPherson.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Uh, Integrity.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 7550.

Speaker speaker\_0: And what was your first name again?

Speaker speaker\_1: Sharena.

Speaker speaker\_0: You said you work for Integrity and your last five- last four is 7550?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Are you a brand new hire?

Speaker speaker\_1: Yes, I am.

Speaker speaker\_0: Okay, so I'm gonna have to add you in the system because you're not showing up on our end.

Speaker speaker\_1: Well... Yeah. Because I-

Speaker speaker\_0: What is your full social?

Speaker speaker\_1: It's 428-35-7550.

Speaker speaker\_0: You said 428-35-7550?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Hey, how do you spell your first name?

Speaker speaker\_1: S-H-A-R-E-N-A.

Speaker speaker\_0: S-H-A-R-E-N-A?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And last name?

Speaker speaker\_1: McPherson. M-C-P-H-E-R-S-O-N.

Speaker speaker\_0: And can I get the address for you?

Speaker speaker\_1: 3808 Carnation. C-A-R-N-A-T-I-

Speaker speaker\_0: How do you spell that?

Speaker speaker\_1: ... N. C-A-R-N-A-T-I-O-N Court. Jeffersonville, Indiana.

Speaker speaker\_0: Zip code?

Speaker speaker\_1: 47130.

Speaker speaker\_0: You said 47130?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And date of birth.

Speaker speaker\_1: April the 5th, 1965.

Speaker speaker\_0: What was the... What was the year?

Speaker speaker\_1: 1965.

Speaker speaker\_0: Thank you. Email?

Speaker speaker\_1: Ena... E-N-A-M-C-P-H-E-R-S-O-N@Yahoo.com.

Speaker speaker\_0: And your phone number.

Speaker speaker\_1: 812-207-6023.

Speaker speaker\_0: Thank you. Hey, I got that declined for you, Ms. McPherson. Is there anything else I can help you with today?

Speaker speaker\_1: No, sir. Thank you.

Speaker speaker\_0: No problem. If there's nothing else, 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.