

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits Center Card. This is Malcolm. How can I help you? Yeah, um, yeah, I was, uh, calling to, um... I was filling out the, um, application online, the, uh, the onboarding for the, um, for the Benefits Card, uh, uh, uh, enrollment. And I was going to email it to you, uh, uh, uh, decline it. Uh, which type of company do you work for? Um, uh, s- uh, for Surge. Well, I haven't, uh- Oh. Well, actually, I'm, I'm, I'm, um, I, I haven't started yet. I'm, um, I'm, uh, applying for it right now. Okay. So you're a brand new liar? Yes. Okay. What's the last four of your Social? 5736. First name? Berwick. Ber- B-E-R-R-I-C-K. Last name? Uh, uh, it's Conner. It's spelled C-O-N-N-E-R. You said Barrett? Berwick. Derrick? Yeah, first name. And what's the last name? Conner? Yes. It's spelled C-O-N-N, uh, E-R. Okay. And for security purposes, can you verify your address and date of birth for me? Address is, uh, 6751 Parkman Place, Apartment 40, uh, city, uh, Florence. State, uh, inner Kentucky. Um, the ZIP code is 41042. And date of birth? 12/07/1985. Mm-hmm. All right. I've got that decline for you, Mr. Conner. Was there anything else I could help you with today? Um, no, sir. Okay. If there's nothing else, thanks for calling Benefits Center Card. I hope you have a great rest of your week. You too. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits Center Card. This is Malcolm. How can I help you?

Speaker speaker_1: Yeah, um, yeah, I was, uh, calling to, um... I was filling out the, um, application online, the, uh, the onboarding for the, um, for the Benefits Card, uh, uh, uh, enrollment. And I was going to email it to you, uh, uh, uh, decline it.

Speaker speaker_0: Uh, which type of company do you work for?

Speaker speaker_1: Um, uh, s- uh, for Surge. Well, I haven't, uh-

Speaker speaker_0: Oh.

Speaker speaker_1: Well, actually, I'm, I'm, I'm, um, I, I haven't started yet. I'm, um, I'm, uh, applying for it right now.

Speaker speaker_0: Okay. So you're a brand new liar?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 5736.

Speaker speaker_0: First name?

Speaker speaker_1: Berwick. Ber- B-E-R-R-I-C-K.

Speaker speaker_0: Last name?

Speaker speaker_1: Uh, uh, it's Conner. It's spelled C-O-N-N-E-R.

Speaker speaker_0: You said Barrett?

Speaker speaker_1: Berwick.

Speaker speaker_0: Derrick?

Speaker speaker_1: Yeah, first name.

Speaker speaker_0: And what's the last name? Conner?

Speaker speaker_1: Yes. It's spelled C-O-N-N, uh, E-R.

Speaker speaker_0: Okay. And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Address is, uh, 6751 Parkman Place, Apartment 40, uh, city, uh, Florence. State, uh, inner Kentucky. Um, the ZIP code is 41042.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 12/07/1985.

Speaker speaker_0: Mm-hmm. All right. I've got that decline for you, Mr. Conner. Was there anything else I could help you with today?

Speaker speaker_1: Um, no, sir.

Speaker speaker_0: Okay. If there's nothing else, thanks for calling Benefits Center Card. I hope you have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye.