

## **Transcript: Malcolm**

**Nash-6650043625947136-6665295658795008**

### **Full Transcript**

Your call- Okay. ... will be monitored or recorded for- Wow. ... quality assurance purposes. I don't need that -- Benefits in the Card, business miles and miles to empty. Yes, sir. Uh, my name is Penny Thurston. I work for Sur- Service, SIM service, and I'm being charged for the insurance and I've got no information about that in the mail. Right. So you want to cancel the insurance or you want to get information? N- No. I need... Or I shouldn't I be getting cards, information on that? I've got nothing, but I'm being charged for it. What's the last four of your social, ma'am? 9466. First name? Penny Thurston or Penny, sorry. For security purposes, can you verify your address and date of birth for me? 540 Douglas Street, Apartment 116, Mount View, Ohio, 43338. What else do you need? Date of birth. 08/18/67. Thank you. So we got your phone number, 425-0396. Yeah. And I think your email is pennythurston2021@gmail.com. No. It's pennythurston144@gmail.com. Thank you. All right. So it looks like your coverage just became active after the 30th. It takes one to two weeks for your ID cards to get to you. Okay. Will I get information on it as well? I can send you a benefits guide to your email if you'd like. Yes, that would be wonderful. All right. Well, is there anything else I can help you with today, Mrs. Thurston? Nope. All right. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week. Mm-hmm. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... will be monitored or recorded for-

Speaker speaker\_1: Wow.

Speaker speaker\_0: ... quality assurance purposes.

Speaker speaker\_2: I don't need that --

Speaker speaker\_3: Benefits in the Card, business miles and miles to empty.

Speaker speaker\_1: Yes, sir. Uh, my name is Penny Thurston. I work for Sur- Service, SIM service, and I'm being charged for the insurance and I've got no information about that in the mail.

Speaker speaker\_3: Right. So you want to cancel the insurance or you want to get information?

Speaker speaker\_1: N- No. I need... Or I shouldn't I be getting cards, information on that? I've got nothing, but I'm being charged for it.

Speaker speaker\_3: What's the last four of your social, ma'am?

Speaker speaker\_1: 9466.

Speaker speaker\_3: First name?

Speaker speaker\_1: Penny Thurston or Penny, sorry.

Speaker speaker\_3: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 540 Douglas Street, Apartment 116, Mount View, Ohio, 43338. What else do you need?

Speaker speaker\_3: Date of birth.

Speaker speaker\_1: 08/18/67.

Speaker speaker\_3: Thank you. So we got your phone number, 425-0396.

Speaker speaker\_1: Yeah.

Speaker speaker\_3: And I think your email is pennythurston2021@gmail.com.

Speaker speaker\_1: No. It's pennythurston144@gmail.com.

Speaker speaker\_3: Thank you. All right. So it looks like your coverage just became active after the 30th. It takes one to two weeks for your ID cards to get to you.

Speaker speaker\_1: Okay. Will I get information on it as well?

Speaker speaker\_3: I can send you a benefits guide to your email if you'd like.

Speaker speaker\_1: Yes, that would be wonderful.

Speaker speaker\_3: All right. Well, is there anything else I can help you with today, Mrs. Thurston?

Speaker speaker\_1: Nope.

Speaker speaker\_3: All right. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Thank you.