

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yes. This is Ricky Marksberry. I got a text message about, about benefits with Crown Services but I don't... I don't need any benefits. What's the last four on your Social? I'm just working part-time. I'm retired. Excuse me? What's the last four of your Social? 5391. First name? Ricky. Last name? Marksberry. Okay. For security purposes, can you verify your address and date of birth for me? 8580 Cheshire Court, Franklin, Ohio 31560. Thank you. All right. That's that decline for you, Mr. Rick. Was there anything else I could help you with today? No. All right. There's nothing else. Thanks for calling Benefits in a Card. I hope you have a great rest of your week now. All right. Thank you. No problem.

Conversation Format

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

Speaker speaker_1: Yes. This is Ricky Marksberry. I got a text message about, about benefits with Crown Services but I don't... I don't need any benefits.

Speaker speaker_0: What's the last four on your Social?

Speaker speaker_1: I'm just working part-time. I'm retired. Excuse me?

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

Speaker speaker_1: 5391.

Speaker speaker_0: First name?

Speaker speaker_1: Ricky.

Speaker speaker_0: Last name?

Speaker speaker_1: Marksberry.

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

Speaker speaker_1: 8580 Cheshire Court, Franklin, Ohio 31560.

Speaker speaker_0: Thank you. All right. That's that decline for you, Mr. Rick. Was there anything else I could help you with today?

Speaker speaker_1: No.

Speaker speaker_0: All right. There's nothing else. Thanks for calling Benefits in a Card. I hope you have a great rest of your week now.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem.