

## **Transcript: Malcolm**

**Nash-6681792164315136-6533927983038464**

### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. Yes. Um, I am calling to opt out of the insurance. What's the backing company? Um, Surge. What's the last four of your social? 3484. First name? Rebecca. Last name? Sprague. Are you a brand new hire? Yes. All right. I'm going to have to add you into the system. What's your full social? 27276 3484. You said 27276 3484? Yes. 27276. Okay. Okay. How do you spell your first name? R-e-b-e-c-c-a. Last name? S-p-r-a-g-u-e. You said s-p-r-a-v-u-e? Yes. Address? 616 Plymouth, P-l-y-m-o-u-t-h Street, Bucyrus. How do you spell that? B-u-c-y-r-u-s. You said b-u-c- Y-r-u-s. And the state? Ohio. Zip code? 44820. Date of... I mean, yeah, date of birth? 10/5/68. Email? It'd be Becca, B-e-c-c-a Sprague, S-p-r-a-g-u-e93@gmail.com. And phone number? 419-617-9238. Thank you. All right. I got that declined for you, Miss Rebecca. Was there anything else I could help you with today? Nope, that'll be it. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Thanks. Mm-hmm. Thank you. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi. Yes. Um, I am calling to opt out of the insurance.

Speaker speaker\_0: What's the backing company?

Speaker speaker\_1: Um, Surge.

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

Speaker speaker\_1: 3484.

Speaker speaker\_0: First name?

Speaker speaker\_1: Rebecca.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Sprague.

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

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. I'm going to have to add you into the system. What's your full social?

Speaker speaker\_1: 27276 3484.

Speaker speaker\_0: You said 27276 3484?

Speaker speaker\_1: Yes. 27276.

Speaker speaker\_0: Okay. Okay. How do you spell your first name?

Speaker speaker\_1: R-e-b-e-c-c-a.

Speaker speaker\_0: Last name?

Speaker speaker\_1: S-p-r-a-g-u-e.

Speaker speaker\_0: You said s-p-r-a-v-u-e?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Address?

Speaker speaker\_1: 616 Plymouth, P-l-y-m-o-u-t-h Street, Bucyrus.

Speaker speaker\_0: How do you spell that?

Speaker speaker\_1: B-u-c-y-r-u-s.

Speaker speaker\_0: You said b-u-c-

Speaker speaker\_1: Y-r-u-s.

Speaker speaker\_0: And the state?

Speaker speaker\_1: Ohio.

Speaker speaker\_0: Zip code?

Speaker speaker\_1: 44820.

Speaker speaker\_0: Date of... I mean, yeah, date of birth?

Speaker speaker\_1: 10/5/68.

Speaker speaker\_0: Email?

Speaker speaker\_1: It'd be Becca, B-e-c-c-a Sprague, S-p-r-a-g-u-e93@gmail.com.

Speaker speaker\_0: And phone number?

Speaker speaker\_1: 419-617-9238.

Speaker speaker\_0: Thank you. All right. I got that declined for you, Miss Rebecca. Was there anything else I could help you with today?

Speaker speaker\_1: Nope, that'll be it. Thank you.

Speaker speaker\_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_1: You too. Thanks. Mm-hmm.

Speaker speaker\_0: Thank you. Bye.