

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the-- in the Card. This is Malcolm. How can I help you? Hi, my name is Haddie Esselem. I was told to call this number to opt out of benefits. What staff or company do you work for? Serge. All right. What's the last four of your social? 3038. You said 3038? Correct. First name? Haddie S. Are you saying Padia? Haddie S., like H as in Henry, A as in Alex, D as in dog, I as in indigo, A as in Alex. Last name? Esselem. S as in Sam, E as in elephant, L as in lizard, I as in indigo, M as in Max. Okay. For security purposes, can you verify your address and date of birth for me? 1770 Merrywood Crossing Unit 206, Marysville, Ohio 43040, and then date of birth is 01/15/2000. Thank you. All right. Look, that decline for you, Miss Haddie S. Is there anything else I can help you with today? That should be it. I appreciate you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You as well. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hi, my name is Haddie Esselem. I was told to call this number to opt out of benefits.

Speaker speaker_0: What staff or company do you work for?

Speaker speaker_1: Serge.

Speaker speaker_0: All right. What's the last four of your social?

Speaker speaker_1: 3038.

Speaker speaker_0: You said 3038?

Speaker speaker_1: Correct.

Speaker speaker_0: First name?

Speaker speaker_1: Haddie S.

Speaker speaker_0: Are you saying Padia?

Speaker speaker_1: Haddie S., like H as in Henry, A as in Alex, D as in dog, I as in indigo, A as in Alex.

Speaker speaker_0: Last name?

Speaker speaker_1: Esselem. S as in Sam, E as in elephant, L as in lizard, I as in indigo, M as in Max.

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

Speaker speaker_1: 1770 Merrywood Crossing Unit 206, Marysville, Ohio 43040, and then date of birth is 01/15/2000.

Speaker speaker_0: Thank you. All right. Look, that decline for you, Miss Haddie S. Is there anything else I can help you with today?

Speaker speaker_1: That should be it. I appreciate you.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: You as well. Bye-bye.

Speaker speaker_0: Thank you. Bye.