

## **Transcript: Malcolm**

**Nash-4781138484183040-5743019445239808**

### **Full Transcript**

... to call on Benefits in a Car Hello. How can I help you? Hey, how are you doing today? Doing good. How about you? I'm doing good. Hey, the reason for my, uh, the call is I want to opt out of the insurance that, um, Surge? So that's for your social security number. 8745. First name? Cesar. Last name? Reyes Contreras. And for security purposes, can you verify your address and date of birth for me? Yep. Uh, I'm not sure what address they got. Is it 2443 Marcia Drive, Columbus, Ohio 43211? Yes, sir. And the birth date is April 10th, '97. Thank you. So it looks like you already declined to miss- to see us. Yeah, I remember I had declined it on the, on the application, but they... The staffing told me I just had to call and, and do it over the phone as well. Yeah, you already declined it. Is there anything else I can help you with today? Okay. And is that for all of the insurances? Yes, sir. Okay, perfect. Um, no, buddy, that, that was all. Well, if there's nothing else, thanks for calling Benefits in a Car. I hope you have a great rest of your week. You too. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: ... to call on Benefits in a Car

Speaker speaker\_1: Hello.

Speaker speaker\_0: How can I help you?

Speaker speaker\_2: Hey, how are you doing today?

Speaker speaker\_0: Doing good. How about you?

Speaker speaker\_2: I'm doing good. Hey, the reason for my, uh, the call is I want to opt out of the insurance that, um, Surge?

Speaker speaker\_0: So that's for your social security number.

Speaker speaker\_2: 8745.

Speaker speaker\_0: First name?

Speaker speaker\_2: Cesar.

Speaker speaker\_0: Last name?

Speaker speaker\_2: Reyes Contreras.

Speaker speaker\_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yep. Uh, I'm not sure what address they got. Is it 2443 Marcia Drive, Columbus, Ohio 43211?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_2: And the birth date is April 10th, '97.

Speaker speaker\_0: Thank you. So it looks like you already declined to miss- to see us.

Speaker speaker\_2: Yeah, I remember I had declined it on the, on the application, but they... The staffing told me I just had to call and, and do it over the phone as well.

Speaker speaker\_0: Yeah, you already declined it. Is there anything else I can help you with today?

Speaker speaker\_2: Okay. And is that for all of the insurances?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_2: Okay, perfect. Um, no, buddy, that, that was all.

Speaker speaker\_0: Well, if there's nothing else, thanks for calling Benefits in a Car. I hope you have a great rest of your week.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_0: Bye.