

## Transcript: Malcolm

**Nash-4799733644967936-4954208384892928**

### Full Transcript

... benefits in the card. This is Malcolm, how can I help you? Hi, Malcolm. My name is Dale Maddox. I was calling to, uh, talk to somebody and, uh, like, cancel my insurance because I don't need it. What staffing company do you work for? Surge. What's the last four of your Social? 0325. First name? Dale. You said Dale? Yeah. Last name? Maddox. M-A-D-D-O-X. For security purposes, can you verify your address and date of birth for me? Yeah. 129 Glessner Ave, Mansfield, Ohio 44903. My birthday, 10-29-89. I have that down for you, Mr. Dale. Was there anything else I could help you with today? Um, that was it. All right. Well, if there's nothing else, then it's time to finish the card. I hope you have a great rest of your week. Thank you. Appreciate it.

### Conversation Format

Speaker speaker\_0: ... benefits in the card. This is Malcolm, how can I help you?

Speaker speaker\_1: Hi, Malcolm. My name is Dale Maddox. I was calling to, uh, talk to somebody and, uh, like, cancel my insurance because I don't need it.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Surge.

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

Speaker speaker\_1: 0325.

Speaker speaker\_0: First name?

Speaker speaker\_1: Dale.

Speaker speaker\_0: You said Dale?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Maddox. M-A-D-D-O-X.

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

Speaker speaker\_1: Yeah. 129 Glessner Ave, Mansfield, Ohio 44903. My birthday, 10-29-89.

Speaker speaker\_0: I have that down for you, Mr. Dale. Was there anything else I could help you with today?

Speaker speaker\_1: Um, that was it.

Speaker speaker\_0: All right. Well, if there's nothing else, then it's time to finish the card. I hope you have a great rest of your week.

Speaker speaker\_1: Thank you. Appreciate it.