

Transcript: Malcolm

Nash-4818450238849024-4830321528455168

Full Transcript

Hello, Benefits in the Car, this is Malcolm. How can I help you? Uh, yes. Um, this is Sarah Hostile and I was calling, um... I work for Surge and I was calling about I wanted to decline the benefit. All right. What's the last four of your social? Uh, 7957. You said 7957? Correct. First name? Sarah. Last name? Hostile. Okay. For security purposes, can you verify your address and date of birth for me? Mm-hmm. It's, uh, 212 East 5th Street, Corinth, Mississippi, 38834 and then my date of birth is 3-22-75. Thank you. So, we got your phone number as 662-664-6329? Correct. And your email is daisy... S-A... uh, S-J-A@yahoo.com? Correct. All right. I got that decline for you, Ms. Hostile. Was there anything else I could help you with today? Um, that will be all, hon. All right. Thanks for calling Benefits in the Car. All right. I hope you have a great rest of your week. All right. You too. Thank you. Thank you. Bye. Uh-huh. Bye.

Conversation Format

Speaker speaker_0: Hello, Benefits in the Car, this is Malcolm. How can I help you?

Speaker speaker_1: Uh, yes. Um, this is Sarah Hostile and I was calling, um... I work for Surge and I was calling about I wanted to decline the benefit.

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

Speaker speaker_1: Uh, 7957.

Speaker speaker_0: You said 7957?

Speaker speaker_1: Correct.

Speaker speaker_0: First name?

Speaker speaker_1: Sarah.

Speaker speaker_0: Last name?

Speaker speaker_1: Hostile.

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

Speaker speaker_1: Mm-hmm. It's, uh, 212 East 5th Street, Corinth, Mississippi, 38834 and then my date of birth is 3-22-75.

Speaker speaker_0: Thank you. So, we got your phone number as 662-664-6329?

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is daisy... S-A... uh, S-J-A@yahoo.com?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. I got that decline for you, Ms. Hostile. Was there anything else I could help you with today?

Speaker speaker_1: Um, that will be all, hon.

Speaker speaker_0: All right. Thanks for calling Benefits in the Car.

Speaker speaker_1: All right.

Speaker speaker_0: I hope you have a great rest of your week.

Speaker speaker_1: All right. You too. Thank you.

Speaker speaker_0: Thank you. Bye.

Speaker speaker_1: Uh-huh. Bye.