

Transcript: Malcolm

Nash-4841491217956864-6232003321708544

Full Transcript

Thanks for calling Benefits in a Cart. This is Malcolm, how can I help you? Yeah, I received a email saying you guys were going to enroll me in insurance. I don't want it. What staffing company you work for? Surge. What's the last four of your social? 7812. First name? Glidden. Say that one more time? Glidden, G-L-I-D-D-E-N. You saying G? G-L-I-D-D-E-N. Okay. You... Last name? Sparkman. All right. For security purposes, can you verify your address and date of birth for me? My, uh, address is 7 Maplewood Drive, Jamestown, Ohio. 45335. What else did you need? Date of birth. 08/28/65. You... All right, I got that declined for you, Mr. Sparkman. Was there anything else I can help you with today? Nope, that's it. Thanks for calling Benefits In A Cart. I hope you have a great rest of your week. Uh-huh, you too. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Cart. This is Malcolm, how can I help you?

Speaker speaker_1: Yeah, I received a email saying you guys were going to enroll me in insurance. I don't want it.

Speaker speaker_0: What staffing company you work for?

Speaker speaker_1: Surge.

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

Speaker speaker_1: 7812.

Speaker speaker_0: First name?

Speaker speaker_1: Glidden.

Speaker speaker_0: Say that one more time?

Speaker speaker_1: Glidden, G-L-I-D-D-E-N.

Speaker speaker_0: You saying G?

Speaker speaker_1: G-L-I-D-D-E-N.

Speaker speaker_0: Okay. You... Last name?

Speaker speaker_1: Sparkman.

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

Speaker speaker_1: My, uh, address is 7 Maplewood Drive, Jamestown, Ohio. 45335. What else did you need?

Speaker speaker_0: Date of birth.

Speaker speaker_1: 08/28/65.

Speaker speaker_0: You... All right, I got that declined for you, Mr. Sparkman. Was there anything else I can help you with today?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: Thanks for calling Benefits In A Cart. I hope you have a great rest of your week.

Speaker speaker_1: Uh-huh, you too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye.