

Transcript: Malcolm

Nash-4915622697811968-6560349495017472

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. All right. This is Malcolm. How can I help you? Yes, sir. So, uh, I just called my st-staffing agency and, uh, they gave me this number to opt out of the benefits you guys sent me that'll normally be, I guess, debited every month. What staffing company you work for? I work through Surge Staffing. The last four of your Social? 9314. First name? Destiny. How do you spell it? Just like Destiny? Yeah. D-E-S-T-I-N-Y. Last name? Gray. G-R-A-Y. All right. For security purposes, can you verify your address and date of birth for me? Yes, sir. It is 7575, Charleston Place, Dallas, Texas 75237. And my birthday is 11/10/1997. Thank you. You're welcome. I see that your phone number is 214-879-8566. Uh, well, I changed it through them, so I don't know if it hasn't been updated yet, but I have a different number now. What's your new number? I can get it updated. Okay. It is 469- 469- ... 9... Oh, I'm sorry. 934- 934- 9034. Thank you. Now your email is destinygray912@gmail.com? Correct. Thank you. All right. I got that declined for you, Miss Destiny. Was there anything else I can help you with today? No, sir. So it didn't charge me yet though, right? No, ma'am. It doesn't look like any deductions have been made yet. Okay, cool. Okay. And you said you took it off, so okay. No, sir, that'll be all. All right. If there's nothing else, Miss Gray, thanks for calling Beneficial in the Car. I hope you have a great holiday. Thank you. Same to you. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: All right. This is Malcolm. How can I help you?

Speaker speaker_2: Yes, sir. So, uh, I just called my st-staffing agency and, uh, they gave me this number to opt out of the benefits you guys sent me that'll normally be, I guess, debited every month.

Speaker speaker_1: What staffing company you work for?

Speaker speaker_2: I work through Surge Staffing.

Speaker speaker_1: The last four of your Social?

Speaker speaker_2: 9314.

Speaker speaker_1: First name?

Speaker speaker_2: Destiny.

Speaker speaker_1: How do you spell it? Just like Destiny?

Speaker speaker_2: Yeah. D-E-S-T-I-N-Y.

Speaker speaker_1: Last name?

Speaker speaker_2: Gray. G-R-A-Y.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Yes, sir. It is 7575, Charleston Place, Dallas, Texas 75237. And my birthday is 11/10/1997.

Speaker speaker_1: Thank you.

Speaker speaker_2: You're welcome.

Speaker speaker_1: I see that your phone number is 214-879-8566.

Speaker speaker_2: Uh, well, I changed it through them, so I don't know if it hasn't been updated yet, but I have a different number now.

Speaker speaker_1: What's your new number? I can get it updated.

Speaker speaker_2: Okay. It is 469-

Speaker speaker_1: 469-

Speaker speaker_2: ... 9... Oh, I'm sorry. 934-

Speaker speaker_1: 934-

Speaker speaker_2: 9034.

Speaker speaker_1: Thank you. Now your email is destinygray912@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Thank you. All right. I got that declined for you, Miss Destiny. Was there anything else I can help you with today?

Speaker speaker_2: No, sir. So it didn't charge me yet though, right?

Speaker speaker_1: No, ma'am. It doesn't look like any deductions have been made yet.

Speaker speaker_2: Okay, cool. Okay. And you said you took it off, so okay. No, sir, that'll be all.

Speaker speaker_1: All right. If there's nothing else, Miss Gray, thanks for calling Beneficial in the Car. I hope you have a great holiday.

Speaker speaker_2: Thank you. Same to you. Bye-bye.

Speaker speaker_1: Thank you. Bye.