

## Transcript: Malcolm

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### Full Transcript

Mexican Benefits in a car, this is Malcolm. How can I help you? Yes, my name is Abou, um, I'm speaking for my two brothers and they say they want health insurance taken out, out of their checks. Are they with you right now? Yes, they're sitting here, right here. So how come you're speaking for them, may I ask? Uh, they don't speak that much good English, uh, but they here listening, uh, uh, Aliou is here. Say, "Hello." Hello, Aliou. How are you? How are you doing? Uh, so what language do they speak? Huh? What language do they speak? They speak Fulani. Okay, so what I can do, I can just get you to give them, get them to give you verbal permission to speak on their behalf. Okay, uh, . . . Huh? . . . Hello? You got, you got French? Yes, sir. Do you give them permission, do you give him permission to speak on your behalf, sir? Yeah. Yeah. Thank you. And I need the other one, your other brother as well. . . . Okay, go ahead. Sir, do you give him permission to speak on your behalf? Yeah. Thank you. You're welcome. Sorry, man. What staffing company do they work for? Uh, Freshway. Mm-hmm. Did you say, fresh, Freshway? Yeah, Freshway. Guam? I think, uh, Freshway, yeah. I need the staffing company that they would do the work for- Oh, oh, Serge? Yeah. Last four of the social for the first brother. Okay, let's see. First one, last four, 8740. That's Aliou. Can you say that? Aliou? A-L-I-O-U. A-L... Are they brand new hires? Yeah, brand new hires. All right, well I'm going to have to add the full social- Oh, you need full social. ... and address to add them in the system. Okay, you need, uh... Let's see. Aliou is, you got, you want the first name and the last name or you got it? I need the social first and then I'll get the first and last name. Okay, the full social for Aliou is 282-0887-40. You said 282-0887-40? Yes. All right. Can I have your spell your first name again? A-L-I-O-U, his first name. Last name? Last name is N as in Nancy, D as in dog, I-A-Y-E. You say N-D-I-A-Y-E? Yes. Thank you. All right, an address? Yeah, 2325 Collins Drive. Say that again? 2325 Collins Drive. Are you saying Collins? Yes, C-O-L-L-I-N-S. Can I know which city? Sydney, Ohio. Sydney, Ohio, yeah. Zip code? Huh? The zip code. 45365, apartment K. And date of birth? Date of birth, 06/12/2003. Email? Email is... They're both going to use my email, if that's okay, that's if they use their Serge. Uh, email is A-B-O-U- A-B-O-U... And last name is as them. Uh, 7@gmail.com. Did you say o7@gmail.com? No, just 7. 7@gmail.com. And phone, and phone number? Uh, 937-507-5964. Can you... Are you able to put two phone numbers? Yes. Okay, the other one is 513-493-8642. So the first one is 937-505, I mean, 507-5964? Yes. And the second one's 513-493-8642? Yep. Thank you. Okay, give me a moment. All right, I'm going to look for the next one. Okay, the next one is Abou, Abou Ndiaye. You work- you work for CS2? Yes. I need the full social. Full social is 121-49-43-59. Did you say 121-49-43-59? Yes. How do you spell the first name? Uh, A-B-, same as me, A-B-O-U. Last name? Same, uh, Ndiaye. You got a middle, but I don't know if you need that. How do you spell that again? Um, the first name or the last name? Last, last name. Last name is N as in Nancy, D as, D as in dog, I-A-Y-E.

E-mail, I mean address. The address, the e-mail is my first name, A-B-O-U, N-D-I-A-Y-E7@gmail.com. Same- Address? ... under the address. Address is 2325 Collins Drive, Findlay, Ohio. Oh, yeah? 45365, Apartment K. Date of birth? Date of birth is 10/10/2004. And a phone number. Phone numbers. Uh, I'm going to put them, same, both of the phone numbers. Uh, 937-507-5964. And what's the other one again? The other one is 513-493-8642. Thank you. All right, we got that declined. Was there anything else I can help you with today, Mr. Abou? No, that's all. All right, there's nothing else. Thanks for calling Benefits in the Car. I do hope you have a great weekend. All right, thank you. You, too. Thank you. All right, bye.

## Conversation Format

Speaker speaker\_0: Mexican Benefits in a car, this is Malcolm. How can I help you?

Speaker speaker\_1: Yes, my name is Abou, um, I'm speaking for my two brothers and they say they want health insurance taken out, out of their checks.

Speaker speaker\_0: Are they with you right now?

Speaker speaker\_1: Yes, they're sitting here, right here. So how come you're speaking for them, may I ask? Uh, they don't speak that much good English, uh, but they here listening, uh, uh, Aliou is here. Say, "Hello." Hello, Aliou.

Speaker speaker\_2: How are you?

Speaker speaker\_0: How are you doing? Uh, so what language do they speak?

Speaker speaker\_1: Huh?

Speaker speaker\_0: What language do they speak?

Speaker speaker\_1: They speak Fulani.

Speaker speaker\_0: Okay, so what I can do, I can just get you to give them, get them to give you verbal permission to speak on their behalf.

Speaker speaker\_1: Okay, uh, .

Speaker speaker\_2: .

Speaker speaker\_1: Huh?

Speaker speaker\_2: .

Speaker speaker\_1: .

Speaker speaker\_2: .

Speaker speaker\_1: Hello? You got, you got French?

Speaker speaker\_0: Yes, sir. Do you give them permission, do you give him permission to speak on your behalf, sir?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Thank you. And I need the other one, your other brother as well.

Speaker speaker\_1: .

Speaker speaker\_2: .

Speaker speaker\_1: Okay, go ahead.

Speaker speaker\_0: Sir, do you give him permission to speak on your behalf?

Speaker speaker\_2: Yeah.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: You're welcome. Sorry, man.

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

Speaker speaker\_1: Uh, Freshway.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: Did you say, fresh, Freshway?

Speaker speaker\_1: Yeah, Freshway.

Speaker speaker\_2: Guam?

Speaker speaker\_1: I think, uh, Freshway, yeah.

Speaker speaker\_0: I need the staffing company that they would do the work for-

Speaker speaker\_1: Oh, oh, Serge?

Speaker speaker\_0: Yeah. Last four of the social for the first brother.

Speaker speaker\_1: Okay, let's see. First one, last four, 8740. That's Aliou.

Speaker speaker\_0: Can you say that?

Speaker speaker\_1: Aliou? A-L-I-O-U.

Speaker speaker\_0: A-L... Are they brand new hires?

Speaker speaker\_1: Yeah, brand new hires.

Speaker speaker\_0: All right, well I'm going to have to add the full social-

Speaker speaker\_1: Oh, you need full social.

Speaker speaker\_0: ... and address to add them in the system.

Speaker speaker\_1: Okay, you need, uh... Let's see. Aliou is, you got, you want the first name and the last name or you got it?

Speaker speaker\_0: I need the social first and then I'll get the first and last name.

Speaker speaker\_1: Okay, the full social for Aliou is 282-0887-40.

Speaker speaker\_0: You said 282-0887-40?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. Can I have your spell your first name again?

Speaker speaker\_1: A-L-I-O-U, his first name.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Last name is N as in Nancy, D as in dog, I-A-Y-E.

Speaker speaker\_0: You say N-D-I-A-Y-E?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. All right, an address?

Speaker speaker\_1: Yeah, 2325 Collins Drive.

Speaker speaker\_0: Say that again?

Speaker speaker\_1: 2325 Collins Drive.

Speaker speaker\_0: Are you saying Collins?

Speaker speaker\_1: Yes, C-O-L-L-I-N-S.

Speaker speaker\_0: Can I know which city?

Speaker speaker\_1: Sydney, Ohio.

Speaker speaker\_0: Sydney, Ohio, yeah. Zip code?

Speaker speaker\_1: Huh?

Speaker speaker\_0: The zip code.

Speaker speaker\_1: 45365, apartment K.

Speaker speaker\_0: And date of birth?

Speaker speaker\_1: Date of birth, 06/12/2003.

Speaker speaker\_0: Email?

Speaker speaker\_1: Email is... They're both going to use my email, if that's okay, that's if they use their Serge. Uh, email is A-B-O-U-

Speaker speaker\_0: A-B-O-U...

Speaker speaker\_1: And last name is as them. Uh, 7@gmail.com.

Speaker speaker\_0: Did you say o7@gmail.com?

Speaker speaker\_1: No, just 7. 7@gmail.com.

Speaker speaker\_0: And phone, and phone number?

Speaker speaker\_1: Uh, 937-507-5964. Can you... Are you able to put two phone numbers?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay, the other one is 513-493-8642.

Speaker speaker\_0: So the first one is 937-505, I mean, 507-5964?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the second one's 513-493-8642?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Thank you. Okay, give me a moment.

Speaker speaker\_3: All right, I'm going to look for the next one.

Speaker speaker\_1: Okay, the next one is Abou, Abou Ndiaye.

Speaker speaker\_3: You work- you work for CS2?

Speaker speaker\_1: Yes.

Speaker speaker\_3: I need the full social.

Speaker speaker\_1: Full social is 121-49-43-59.

Speaker speaker\_3: Did you say 121-49-43-59?

Speaker speaker\_1: Yes.

Speaker speaker\_3: How do you spell the first name?

Speaker speaker\_1: Uh, A-B-, same as me, A-B-O-U.

Speaker speaker\_3: Last name?

Speaker speaker\_1: Same, uh, Ndiaye. You got a middle, but I don't know if you need that.

Speaker speaker\_3: How do you spell that again?

Speaker speaker\_1: Um, the first name or the last name?

Speaker speaker\_3: Last, last name.

Speaker speaker\_1: Last name is N as in Nancy, D as, D as in dog, I-A-Y-E.

Speaker speaker\_3: E-mail, I mean address.

Speaker speaker\_1: The address, the e-mail is my first name, A-B-O-U, N-D-I-A-Y-E7@gmail.com. Same-

Speaker speaker\_3: Address?

Speaker speaker\_1: ... under the address. Address is 2325 Collins Drive, Findlay, Ohio.

Speaker speaker\_3: Oh, yeah?

Speaker speaker\_1: 45365, Apartment K.

Speaker speaker\_3: Date of birth?

Speaker speaker\_1: Date of birth is 10/10/2004.

Speaker speaker\_3: And a phone number.

Speaker speaker\_1: Phone numbers. Uh, I'm going to put them, same, both of the phone numbers. Uh, 937-507-5964.

Speaker speaker\_3: And what's the other one again?

Speaker speaker\_1: The other one is 513-493-8642.

Speaker speaker\_3: Thank you. All right, we got that declined. Was there anything else I can help you with today, Mr. Abou?

Speaker speaker\_1: No, that's all.

Speaker speaker\_3: All right, there's nothing else. Thanks for calling Benefits in the Car. I do hope you have a great weekend.

Speaker speaker\_1: All right, thank you. You, too.

Speaker speaker\_3: Thank you.

Speaker speaker\_1: All right, bye.