

## **Transcript: Malcolm**

**Nash-5056974154809344-6730496182763520**

### **Full Transcript**

This is 1000 Benefits for the Card. This is Malcolm. How can I help you? Uh, yes, sir. I had recently just called and set up my benefits, and, uh, I accidentally got the middle one. I meant to get the first one. Sorry about that. Are you fine? What staffing company do you work for? Uh, AccuForce. So last four of your social? Uh, four-eight-six-zero. First name? Hunter, H-u-n-t-e-r, and then Keele, K-e-e-l-e. Thanks, and for security purposes, can you verify your address and date of birth for me? Uh, yes, sir. 829 Indian Trail Drive, uh, Apartment B-25 in Kingsport, Tennessee, 37260. And then, uh, date of birth, 07/01/99. Thank you. You said you meant to get the middle one? I, I did not. I accidentally chose... I think it was the Classic, but I wanted the Standard, if that was okay. The first one. Okay. Yeah, I accidentally chosen the wrong one. Sorry about that. You're fine. I, I got that corrected for you, Mr. Keele. Was there anything else I can help you with today? No, sir. Thank you so much. No problem. Thanks for calling Benefits for the Card. Hope you have a great rest of your week. Of course, sir. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: This is 1000 Benefits for the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Uh, yes, sir. I had recently just called and set up my benefits, and, uh, I accidentally got the middle one. I meant to get the first one. Sorry about that.

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

Speaker speaker\_1: Uh, AccuForce.

Speaker speaker\_0: So last four of your social?

Speaker speaker\_1: Uh, four-eight-six-zero.

Speaker speaker\_0: First name?

Speaker speaker\_1: Hunter, H-u-n-t-e-r, and then Keele, K-e-e-l-e.

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

Speaker speaker\_1: Uh, yes, sir. 829 Indian Trail Drive, uh, Apartment B-25 in Kingsport, Tennessee, 37260. And then, uh, date of birth, 07/01/99.

Speaker speaker\_0: Thank you. You said you meant to get the middle one?

Speaker speaker\_1: I, I did not. I accidentally chose... I think it was the Classic, but I wanted the Standard, if that was okay. The first one.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah, I accidentally chosen the wrong one. Sorry about that.

Speaker speaker\_0: You're fine. I, I got that corrected for you, Mr. Keele. Was there anything else I can help you with today?

Speaker speaker\_1: No, sir. Thank you so much.

Speaker speaker\_0: No problem. Thanks for calling Benefits for the Card. Hope you have a great rest of your week.

Speaker speaker\_1: Of course, sir. You too.

Speaker speaker\_0: Thank you.