

## **Transcript: Malcolm**

**Nash-5079561913974784-5799845042274304**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. How are you doing? Hello. I'm doing, I'm doing good. How about you? Um, I'm doing well, buddy. Uh, I'm calling 'cause I want to, uh, decline the enrollment for the insurance ... What staffing company do you work for? Do what? What staffing company do you work for? Surge. What's the last four of your social? 9035. First name? Kenneth. Did you say Dennis? Kenneth, K-E-N-N-E-T-H. Last name? Wagner, W-A-G-N-E-R. All right. For security purposes, can you verify your address and date of birth for me? It's 204 75 Drive, North Vernon, Indiana, uh, 47265. And the date of birthday is January 10th, 1984. Thank you. So we got your phone number, 812-530-1861? Um, that's my girlfriend's number, yeah. You need a different phone number? Um, yeah, we can put mine in there now. All right. What's your phone number? 812-459-1468. And the email is kenny283334 at gmail.com? Hello? Yeah. That's the email. All right. I got that declined for you, Mr. Wagner. Was there anything else I can help you with today? Um, no, I'm good. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. All right. You too, buddy. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi. How are you doing? Hello.

Speaker speaker\_1: I'm doing, I'm doing good. How about you?

Speaker speaker\_2: Um, I'm doing well, buddy. Uh, I'm calling 'cause I want to, uh, decline the enrollment for the insurance ...

Speaker speaker\_3: What staffing company do you work for?

Speaker speaker\_2: Do what?

Speaker speaker\_3: What staffing company do you work for?

Speaker speaker\_2: Surge.

Speaker speaker\_3: What's the last four of your social?

Speaker speaker\_2: 9035.

Speaker speaker\_3: First name?

Speaker speaker\_2: Kenneth.

Speaker speaker\_3: Did you say Dennis?

Speaker speaker\_2: Kenneth, K-E-N-N-E-T-H.

Speaker speaker\_3: Last name?

Speaker speaker\_2: Wagner, W-A-G-N-E-R.

Speaker speaker\_3: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: It's 204 75 Drive, North Vernon, Indiana, uh, 47265. And the date of birthday is January 10th, 1984.

Speaker speaker\_3: Thank you. So we got your phone number, 812-530-1861?

Speaker speaker\_2: Um, that's my girlfriend's number, yeah.

Speaker speaker\_3: You need a different phone number?

Speaker speaker\_2: Um, yeah, we can put mine in there now.

Speaker speaker\_3: All right. What's your phone number?

Speaker speaker\_2: 812-459-1468.

Speaker speaker\_3: And the email is kenny283334 at gmail.com? Hello?

Speaker speaker\_2: Yeah. That's the email.

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

Speaker speaker\_2: Um, no, I'm good. Thank you.

Speaker speaker\_3: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_2: All right. You too, buddy.

Speaker speaker\_3: Thank you.