

Transcript: Malcolm

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Full Transcript

... if the beneficial owner card is his mouth, I'm not going to help you. I am calling to set up the beneficiaries for my life's insurance policy, please. What staffing company do you work for? Uh, WSI. So is that Work Staff... Work Staffing Solutions? Yes. What's the last four of your Social? 0937. First name? Vincent. And- Middle name Wyatt. And for security purposes, can you verify your address and date of birth for me? 718 West Kalamazoo Ave, Apartment Number Two. Say that one more time, sir. I'm good. Can you verify your address and date of birth for me, sir? September 11, 1998. 718 West Kalamazoo Ave, Kalamazoo, Michigan, Apartment Number Two, 49009. You sound... You sound really muffled sir. What was... I go... I'm not catching... I heard Michigan Ave, is that what you said? West Kalamazoo Ave. I've got my Air Pods in. You s-... All I heard was Michigan... I heard the Kalamazoo and then I heard Michigan Ave. West Kalamazoo Ave. I am so- So it's West Kalamazoo Ave. ... bad. Is there any numbers before that? 718 West Kalamazoo Ave, Apartment Number Two- I think that's it. I think that's the address we have on file. 49009. 718 West Kalamazoo Ave, Apartment Number Two with the code 49009 Kalamazoo, Michigan. See, that's not the address that we have on file. Oh. The West Michigan Ave one would be, uh, the Red Roof Inn. Could you verify with your full Social? Say that again please? Could you verify with your full Social? It's 306-21-0937. Thank you. Thank you. So I got a... We got a 5425 West Michigan Ave, Apartment 232, Kalamazoo, Michigan, 49009? Yeah. We were... When I first started this job, we were homeless, living out of a bell. So that... Is that an old address? Yes. All right. So what is your new address? 718 West Kalamazoo Ave, Apartment Number Two, Kalamazoo, Michigan, 49009. You said 718 West Kalamazoo Ave, Apartment Two, Michigan, 49009? Correct. Thank you. Got your phone number, 574-314-4600? Correct. I'm going to split this like 10 different ways, to be honest with you. Say that again, sir? I'm going to split this between like 10 different of my family members, to be honest with you. Because you sound really muffled sir. It's really hard for me to understand you. You're okay. There's no- I'm going to split the beneficiaries 10 different ways. Ten different ways? To be honest with you, yes. I'm not sure I'm able to do that. Okay. So before we get to that, there's no email filed. Would you like to add an email? Vhuffman98@gmail.com. You said vhuffman98? Yes. @ gmail.com? Yeah. If you can email it me, I can get you date of births and the Socials for everyone. So I wouldn't need that- And I can get you- ... for a beneficiary. I wouldn't need any of that stuff. I would just need first and last name. Um, do you mind if I put you on a brief hold? Yeah, first and last and middle names. Do you mind if I put you on a brief hold? You're fine, dude. You're helping me. Thank you. Thank you. Okay. We love you. All right. It's all good. I got nothing but time so might need a few people. Wait, are you there Mr. Huffman? Yeah, I'm still here. All right. I'm ready to start whenever you are. I'm really good. So the first name, out of... one out of ten? What's that? I said I'm ready to start whenever you are- Yes. ... with the first name, the

beneficiaries. Cheyenne Hammer. How do you spell that? C-H-E-Y-A-N-N-E, Hammer, just like the tool. And who is that to you? H... Capital H... What was that- H-A-M-M-T-R. Who was that to you, sir? That's my sister. All right. Ready for the next one? Yes. Hello? Um, my next person would be Emily Wi- Withrow. You say Emily? Is that E-M-I-L-Y? Yes. Yes. All right and how do you spell the last name? W-I-T-H-R-O. You said, you said W-I-V-E-H... Hello? Say that again please? You said W-I-V-E-H... W-I-T-H-R-O-W. You said W-I-V-E-H-R-O-W? You there, sir? Yes. Is that how you spelled it? You said W-I-V-E-H-R-O-W? That's correct. And who was that to you? That's my sister. All right, we're ready for the next one. Um, Joshua Hamer. Was that J-R-U-S-H-U-A? He's my brother-in-law. Yes. All right, we're ready for the next one. Um, Angela Moyers. Moyers, M-O-Y-E-R... Angela, A-N-G-E-L-A? Correct. You say correct? Yes. And who is that to you? That's, uh, my mother-in-law. All right and ready for the next one. Ian Malachi Kelson. You said Malachi? Yes. Is that M-A-L-I-C-I? Correct. And what was the last name? Kelson. K-E-L-S-O-N. And who was that to you? And who was that to you, sir? That's my nephew. Thank you. All right, ready for the next one. Um, Jack, Jack Kelson. Is that J-A-C-K? Correct. And you say Kelson just like the last one? Yes. And who is that to you? Nephew. All right, we're ready for the next one. Um, Benjamin Campbell. Is that B-E-N-J-A-M-I-N? Correct. And what was the last name? Campbell, like the soup. How do you spell that? C-A-M-P-B-E-L-L. And who is that to you? Nephew. All right, ready for the next one. Uh, Lucas Campbell. Is it L-U-C-A-S? Yes. And who- Hello. How are you doing? ... that mean? Hi, this is Josh. This is Josh. This is my nephew. Who is that to you, sir? That's my nephew. Next. Um, Jason Moyers. Is that J-A-S-O-N? Yes. And Moyers like Angela? Yeah, that's, uh, my father-in-law. Okay. Jason Moyer. All right and last one. Um, Reece Ivy Stokes. Could you say that again? Reece Ivy Stokes. R-E-E-C-E I-V- ... like the plant. Stokes. S-T-O-K-E-S. Just spell it one more time for me. Reece Ivy Stokes. R-E-E-C-E I-V-Y Stokes. S-T-O-K-E-S. You said R-E-E-C-E-I-V-Y? Correct. And who is that to you? That's my husband. Say that one more time. That's my husband. Okay. All right. We got that updated for you, Mr. Huffman. Was there anything else I could help you with today? Yeah, there's a couple of other people I want to add. So you got... That's a max of 10 people, so yeah. So here's the issue. Do you wanna make the percentage larger? There's a lot of 10 people being patient, man. I can add more people, sir. I'm just saying I might have to start taking away from other people. Uh, you're good. I'm getting ready for a CT scan. I... Can you wait a couple minutes? Say that again, sir? I'm getting ready to do a CT scan. Can I, can you wait a couple minutes, please? It depends on how long 'cause I do have a time limit that I have, I'm able to wait. You're good. I can call you back later. Good. So we are open till 8:00 PM eastern time. All right, thank you. No problem, Mr. Huffman. I hope you have a great rest of your day. You too. Thank you.

Conversation Format

Speaker speaker_0: ... if the beneficial owner card is his mouth, I'm not going to help you.

Speaker speaker_1: I am calling to set up the beneficiaries for my life's insurance policy, please.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, WSI.

Speaker speaker_0: So is that Work Staff... Work Staffing Solutions?

Speaker speaker_1: Yes.

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

Speaker speaker_1: 0937.

Speaker speaker_0: First name?

Speaker speaker_1: Vincent.

Speaker speaker_0: And-

Speaker speaker_1: Middle name Wyatt.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 718 West Kalamazoo Ave, Apartment Number Two.

Speaker speaker_0: Say that one more time, sir.

Speaker speaker_1: I'm good.

Speaker speaker_0: Can you verify your address and date of birth for me, sir?

Speaker speaker_1: September 11, 1998. 718 West Kalamazoo Ave, Kalamazoo, Michigan, Apartment Number Two, 49009.

Speaker speaker_0: You sound... You sound really muffled sir. What was... I go... I'm not catching... I heard Michigan Ave, is that what you said?

Speaker speaker_1: West Kalamazoo Ave. I've got my Air Pods in.

Speaker speaker_0: You s-... All I heard was Michigan... I heard the Kalamazoo and then I heard Michigan Ave.

Speaker speaker_1: West Kalamazoo Ave. I am so-

Speaker speaker_0: So it's West Kalamazoo Ave.

Speaker speaker_1: ... bad.

Speaker speaker_0: Is there any numbers before that?

Speaker speaker_1: 718 West Kalamazoo Ave, Apartment Number Two-

Speaker speaker_0: I think that's it. I think that's the address we have on file.

Speaker speaker_1: 49009. 718 West Kalamazoo Ave, Apartment Number Two with the code 49009 Kalamazoo, Michigan.

Speaker speaker_0: See, that's not the address that we have on file.

Speaker speaker_1: Oh. The West Michigan Ave one would be, uh, the Red Roof Inn.

Speaker speaker_0: Could you verify with your full Social?

Speaker speaker_1: Say that again please?

Speaker speaker_0: Could you verify with your full Social?

Speaker speaker_1: It's 306-21-0937.

Speaker speaker_0: Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_0: So I got a... We got a 5425 West Michigan Ave, Apartment 232, Kalamazoo, Michigan, 49009?

Speaker speaker_1: Yeah. We were... When I first started this job, we were homeless, living out of a bell.

Speaker speaker_0: So that... Is that an old address?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So what is your new address?

Speaker speaker_1: 718 West Kalamazoo Ave, Apartment Number Two, Kalamazoo, Michigan, 49009.

Speaker speaker_0: You said 718 West Kalamazoo Ave, Apartment Two, Michigan, 49009?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. Got your phone number, 574-314-4600?

Speaker speaker_1: Correct. I'm going to split this like 10 different ways, to be honest with you.

Speaker speaker_0: Say that again, sir?

Speaker speaker_1: I'm going to split this between like 10 different of my family members, to be honest with you.

Speaker speaker_0: Because you sound really muffled sir. It's really hard for me to understand you.

Speaker speaker_1: You're okay.

Speaker speaker_0: There's no-

Speaker speaker_1: I'm going to split the beneficiaries 10 different ways.

Speaker speaker_0: Ten different ways?

Speaker speaker_1: To be honest with you, yes.

Speaker speaker_0: I'm not sure I'm able to do that.

Speaker speaker_1: Okay.

Speaker speaker_0: So before we get to that, there's no email filed. Would you like to add an email?

Speaker speaker_1: Vhuffman98@gmail.com.

Speaker speaker_0: You said vhuffman98?

Speaker speaker_1: Yes.

Speaker speaker_0: @ gmail.com?

Speaker speaker_1: Yeah. If you can email it me, I can get you date of births and the Socials for everyone.

Speaker speaker_0: So I wouldn't need that-

Speaker speaker_1: And I can get you-

Speaker speaker_0: ... for a beneficiary. I wouldn't need any of that stuff. I would just need first and last name. Um, do you mind if I put you on a brief hold?

Speaker speaker_1: Yeah, first and last and middle names.

Speaker speaker_0: Do you mind if I put you on a brief hold?

Speaker speaker_1: You're fine, dude. You're helping me.

Speaker speaker_0: Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_0: Okay.

Speaker speaker_2: We love you.

Speaker speaker_1: All right. It's all good. I got nothing but time so might need a few people.

Speaker speaker_0: Wait, are you there Mr. Huffman?

Speaker speaker_1: Yeah, I'm still here.

Speaker speaker_0: All right. I'm ready to start whenever you are.

Speaker speaker_1: I'm really good.

Speaker speaker_0: So the first name, out of... one out of ten?

Speaker speaker_1: What's that?

Speaker speaker_0: I said I'm ready to start whenever you are-

Speaker speaker_1: Yes.

Speaker speaker_0: ... with the first name, the beneficiaries.

Speaker speaker_1: Cheyenne Hammer.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: C-H-E-Y-A-N-N-E, Hammer, just like the tool.

Speaker speaker_0: And who is that to you?

Speaker speaker_3: H... Capital H...

Speaker speaker_0: What was that-

Speaker speaker_3: H-A-M-M-T-R.

Speaker speaker_0: Who was that to you, sir?

Speaker speaker_3: That's my sister.

Speaker speaker_0: All right. Ready for the next one?

Speaker speaker_3: Yes.

Speaker speaker_0: Hello?

Speaker speaker_3: Um, my next person would be Emily Wi- Withrow.

Speaker speaker_0: You say Emily? Is that E-M-I-L-Y?

Speaker speaker_3: Yes. Yes.

Speaker speaker_0: All right and how do you spell the last name?

Speaker speaker_3: W-I-T-H-R-O.

Speaker speaker_0: You said, you said W-I-V-E-H... Hello?

Speaker speaker_3: Say that again please?

Speaker speaker_0: You said W-I-V-E-H...

Speaker speaker_3: W-I-T-H-R-O-W.

Speaker speaker_0: You said W-I-V-E-H-R-O-W? You there, sir?

Speaker speaker_3: Yes.

Speaker speaker_0: Is that how you spelled it? You said W-I-V-E-H-R-O-W?

Speaker speaker_3: That's correct.

Speaker speaker_0: And who was that to you?

Speaker speaker_3: That's my sister.

Speaker speaker_0: All right, we're ready for the next one.

Speaker speaker_3: Um, Joshua Hamer.

Speaker speaker_0: Was that J-R-U-S-H-U-A?

Speaker speaker_3: He's my brother-in-law. Yes.

Speaker speaker_0: All right, we're ready for the next one.

Speaker speaker_3: Um, Angela Moyers. Moyers, M-O-Y-E-R...

Speaker speaker_0: Angela, A-N-G-E-L-A?

Speaker speaker_3: Correct.

Speaker speaker_0: You say correct?

Speaker speaker_3: Yes.

Speaker speaker_0: And who is that to you?

Speaker speaker_3: That's, uh, my mother-in-law.

Speaker speaker_0: All right and ready for the next one.

Speaker speaker_3: Ian Malachi Kelson.

Speaker speaker_0: You said Malachi?

Speaker speaker_3: Yes.

Speaker speaker_0: Is that M-A-L-I-C-I?

Speaker speaker_3: Correct.

Speaker speaker_0: And what was the last name?

Speaker speaker_3: Kelson. K-E-L-S-O-N.

Speaker speaker_0: And who was that to you? And who was that to you, sir?

Speaker speaker_3: That's my nephew.

Speaker speaker_0: Thank you. All right, ready for the next one.

Speaker speaker_3: Um, Jack, Jack Kelson.

Speaker speaker_0: Is that J-A-C-K?

Speaker speaker_3: Correct.

Speaker speaker_0: And you say Kelson just like the last one?

Speaker speaker_3: Yes.

Speaker speaker_0: And who is that to you?

Speaker speaker_3: Nephew.

Speaker speaker_0: All right, we're ready for the next one.

Speaker speaker_3: Um, Benjamin Campbell.

Speaker speaker_0: Is that B-E-N-J-A-M-I-N?

Speaker speaker_3: Correct.

Speaker speaker_0: And what was the last name?

Speaker speaker_3: Campbell, like the soup.

Speaker speaker_0: How do you spell that?

Speaker speaker_3: C-A-M-P-B-E-L-L.

Speaker speaker_0: And who is that to you?

Speaker speaker_3: Nephew.

Speaker speaker_0: All right, ready for the next one.

Speaker speaker_3: Uh, Lucas Campbell.

Speaker speaker_0: Is it L-U-C-A-S?

Speaker speaker_3: Yes.

Speaker speaker_0: And who-

Speaker speaker_3: Hello. How are you doing?

Speaker speaker_0: ... that mean? Hi, this is Josh. This is Josh. This is my nephew.

Speaker speaker_3: Who is that to you, sir? That's my nephew.

Speaker speaker_0: Next.

Speaker speaker_3: Um, Jason Moyers.

Speaker speaker_0: Is that J-A-S-O-N?

Speaker speaker_3: Yes.

Speaker speaker_0: And Moyers like Angela?

Speaker speaker_3: Yeah, that's, uh, my father-in-law.

Speaker speaker_0: Okay. Jason Moyer. All right and last one.

Speaker speaker_3: Um, Reece Ivy Stokes.

Speaker speaker_0: Could you say that again?

Speaker speaker_3: Reece Ivy Stokes. R-E-E-C-E I-V- ... like the plant. Stokes. S-T-O-K-E-S.

Speaker speaker_0: Just spell it one more time for me.

Speaker speaker_3: Reece Ivy Stokes. R-E-E-C-E I-V-Y Stokes. S-T-O-K-E-S.

Speaker speaker_0: You said R-E-E-C-E-I-V-Y?

Speaker speaker_3: Correct.

Speaker speaker_0: And who is that to you?

Speaker speaker_3: That's my husband.

Speaker speaker_0: Say that one more time.

Speaker speaker_3: That's my husband.

Speaker speaker_0: Okay. All right. We got that updated for you, Mr. Huffman. Was there anything else I could help you with today?

Speaker speaker_3: Yeah, there's a couple of other people I want to add.

Speaker speaker_0: So you got... That's a max of 10 people, so yeah.

Speaker speaker_3: So here's the issue.

Speaker speaker_0: Do you wanna make the percentage larger?

Speaker speaker_3: There's a lot of 10 people being patient, man.

Speaker speaker_0: I can add more people, sir. I'm just saying I might have to start taking away from other people.

Speaker speaker_3: Uh, you're good. I'm getting ready for a CT scan. I... Can you wait a couple minutes?

Speaker speaker_0: Say that again, sir?

Speaker speaker_3: I'm getting ready to do a CT scan. Can I, can you wait a couple minutes, please?

Speaker speaker_0: It depends on how long 'cause I do have a time limit that I have, I'm able to wait.

Speaker speaker_3: You're good. I can call you back later.

Speaker speaker_0: Good. So we are open till 8:00 PM eastern time.

Speaker speaker_3: All right, thank you.

Speaker speaker_0: No problem, Mr. Huffman. I hope you have a great rest of your day.

Speaker speaker_3: You too.

Speaker speaker_0: Thank you.