

Transcript: Malcolm

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Full Transcript

... the Comp and Benefits 0000, how can I help you? I received a text about benefits and I thought I opted out of it. Which staffing company do you work for? Um, Surge. So, that's an automatic text that goes out to new hires, congratulating them on the job. Okay. So if you're already d- if you're sure you already declined it, you can ignore it. But if you want me to double check, I can do that for you as well. Well, I guess since you're on the phone, I just want to, yeah, make sure. Okay. What's the social security social? The last four? Yes, ma'am. 3205. First name? Lisa. Last name? Chaffin. And for security purposes, can you verify your address and date of birth for me? 430 West Perry Street, Tiffin, Ohio, 44883, 7-21-69. Thank you. So yeah, it looks like you already declined it. Okay. Well, thank you. No problem, Ms. Lisa. Was there anything else I can help you with today? No, that'll be all. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your day. Yes, you too. Thank you.

Conversation Format

Speaker speaker_0: ... the Comp and Benefits 0000, how can I help you?

Speaker speaker_1: I received a text about benefits and I thought I opted out of it.

Speaker speaker_0: Which staffing company do you work for?

Speaker speaker_1: Um, Surge.

Speaker speaker_0: So, that's an automatic text that goes out to new hires, congratulating them on the job.

Speaker speaker_1: Okay.

Speaker speaker_0: So if you're already d- if you're sure you already declined it, you can ignore it. But if you want me to double check, I can do that for you as well.

Speaker speaker_1: Well, I guess since you're on the phone, I just want to, yeah, make sure.

Speaker speaker_0: Okay. What's the social security social?

Speaker speaker_1: The last four?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: 3205.

Speaker speaker_0: First name?

Speaker speaker_1: Lisa.

Speaker speaker_0: Last name?

Speaker speaker_1: Chaffin.

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

Speaker speaker_1: 430 West Perry Street, Tiffin, Ohio, 44883, 7-21-69.

Speaker speaker_0: Thank you. So yeah, it looks like you already declined it.

Speaker speaker_1: Okay. Well, thank you.

Speaker speaker_0: No problem, Ms. Lisa. Was there anything else I can help you with today?

Speaker speaker_1: No, that'll be all.

Speaker speaker_0: If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your day.

Speaker speaker_1: Yes, you too.

Speaker speaker_0: Thank you.