

## **Transcript: Malcolm**

**Nash-5265602617065472-6705190560645120**

### **Full Transcript**

Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you? I'm sorry. Can you repeat that? Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you? Uh, yeah, I just started up with surge staffing and I'm looking to opt out of the benefits. All right. And what's the last four of your social? Uh, 4025. Is that 4025? Yeah. Your first name? Dom. You said Dom? Tom. T-O-M. Or Thomas. Oh, it's Tom. Tom, okay. Your last name? Calley. C-A-L-L-E-Y. All right. For security purposes, can you verify your address and date of birth for me? Uh, 328 Palmer Avenue, Bowling Green, Ohio. Um, that's 71890. You... So, yeah, your phone number is 231-497-9131? Yep. And your email is thomascaley3@gmail.com? Yep. Okay. So, it looks like you already declined it, sir. Looks like I'm already what? You already declined it. Oh. OK, I just got the email. Figured I'd make sure. No problem. Was there anything else I can help you with today, Mr. Thomas? Uh, nope. That should be it. All right. Thanks for calling Benefits in a Cart. I hope you have a great rest of your week, man.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you?

Speaker speaker\_1: I'm sorry. Can you repeat that?

Speaker speaker\_0: Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you?

Speaker speaker\_1: Uh, yeah, I just started up with surge staffing and I'm looking to opt out of the benefits.

Speaker speaker\_0: All right. And what's the last four of your social?

Speaker speaker\_1: Uh, 4025.

Speaker speaker\_0: Is that 4025?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Your first name?

Speaker speaker\_1: Dom.

Speaker speaker\_0: You said Dom?

Speaker speaker\_1: Tom. T-O-M. Or Thomas.

Speaker speaker\_0: Oh, it's Tom. Tom, okay. Your last name?

Speaker speaker\_1: Calley. C-A-L-L-E-Y.

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

Speaker speaker\_1: Uh, 328 Palmer Avenue, Bowling Green, Ohio. Um, that's 71890.

Speaker speaker\_0: You... So, yeah, your phone number is 231-497-9131?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And your email is thomascaley3@gmail.com?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. So, it looks like you already declined it, sir.

Speaker speaker\_1: Looks like I'm already what?

Speaker speaker\_0: You already declined it.

Speaker speaker\_1: Oh. OK, I just got the email. Figured I'd make sure.

Speaker speaker\_0: No problem. Was there anything else I can help you with today, Mr. Thomas?

Speaker speaker\_1: Uh, nope. That should be it.

Speaker speaker\_0: All right. Thanks for calling Benefits in a Cart. I hope you have a great rest of your week, man.