

## **Transcript: Malcolm**

**Nash-5272701924327424-6335231065112576**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey, Malcolm. I was, uh, calling to opt out of, uh, benefits from a card with my- Say, say what? Hi, ma'am. I was calling to opt out of those, uh, benefits on a card. Which banking company? Uh, SKB. Third account. I'm sorry. Thank you. May I ask for your social? Five-seven-four-two. First name? Sharonika. Last name? Miller. All right. For security purposes, can you verify your address and date of birth for me? Um, 5129 Blacksmith Drive, Memphis, Tennessee 38127. Date of birth, 0/19/1992. Thank you. Thank you. I've got that information for you, Ms. Miller. Was there anything else I could help you with today? No. Okay. All right. Hope you have a great rest of your week. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Hey, Malcolm. I was, uh, calling to opt out of, uh, benefits from a card with my-

Speaker speaker\_0: Say, say what? Hi, ma'am.

Speaker speaker\_1: I was calling to opt out of those, uh, benefits on a card.

Speaker speaker\_0: Which banking company?

Speaker speaker\_1: Uh, SKB. Third account. I'm sorry.

Speaker speaker\_0: Thank you. May I ask for your social?

Speaker speaker\_1: Five-seven-four-two.

Speaker speaker\_0: First name?

Speaker speaker\_1: Sharonika.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Miller.

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

Speaker speaker\_1: Um, 5129 Blacksmith Drive, Memphis, Tennessee 38127. Date of birth, 0/19/1992.

Speaker speaker\_0: Thank you. Thank you. I've got that information for you, Ms. Miller. Was there anything else I could help you with today?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. All right. Hope you have a great rest of your week.

Speaker speaker\_1: Thank you.