

Transcript: Malcolm

Nash-5364424294973440-6716383497207808

Full Transcript

Thanks for calling Benefits in a Card, this is Malcolm, how can I help you? Hey, how you doing? Uh, hey, I, I signed up, uh, for my job and, um, they talking about the health coverage. Um, I was trying to opt out, they wouldn't let me register. Um, so is there any way I can get the health coverage taken off? What's that company? Um, Integrates Staffing, Staffing Company. Last four of your social? Uh, four- my 8004. Is it 8004? Yes, sir. What's the last- what's your first name? Roderick Morris. Say that one more time. Roderick Morris. Are you a brand new hire? Yes, sir. You said the last four is 8004? Yes, sir. All right, so I'm gonna have to add you in the system. What's your full social? 322-94-8004. You said 322-94-8004? I mean- Yes, sir. Yeah, 8004? Yes, sir. All right. And how do you spell your first name? R-O-D-E-R-I-C-K. You said R-O-B-E-R-I-C-K? No, R-O-D as in, uh, dog, E-R-I-C-K- Oh, ROD. Yeah. Yep. R-O-D-E-R-I-C-K. Yes, sir. All right. And your last name? Morris. M-O-R-R-I-S. Address? 1400, uh, Twombly Road. How do you spell that? T-W-O-M-B-L-Y Road. City? Um, Dekalb, Illinois. How do you spell that? D-E-K-A-L-B. You said D-E- Yeah. D-E-K-A-L-B, Illinois. Zip code? 60115. Date of birth? May 21st, 1997. You said May 21st- 1997. Email? Rod, rod.m0521@gmail. You said rod.m0521@gmail? Yes, sir. And your phone number? 773-251-2068. You said 773-251-2068? Yes, sir. Yeah. All right, I got that decline for you, Mr. Morris. Was there anything else I can help you with today? Uh, no. Thank you, sir, for everything. Thank you. No problem. You have a great rest of your week, man. You too, man. Thank you very much. Yeah.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card, this is Malcolm, how can I help you?

Speaker speaker_1: Hey, how you doing? Uh, hey, I, I signed up, uh, for my job and, um, they talking about the health coverage. Um, I was trying to opt out, they wouldn't let me register. Um, so is there any way I can get the health coverage taken off?

Speaker speaker_0: What's that company?

Speaker speaker_1: Um, Integrates Staffing, Staffing Company.

Speaker speaker_0: Last four of your social?

Speaker speaker_1: Uh, four- my 8004.

Speaker speaker_0: Is it 8004?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: What's the last- what's your first name?

Speaker speaker_1: Roderick Morris.

Speaker speaker_0: Say that one more time.

Speaker speaker_1: Roderick Morris.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: You said the last four is 8004?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right, so I'm gonna have to add you in the system. What's your full social?

Speaker speaker_1: 322-94-8004.

Speaker speaker_0: You said 322-94-8004? I mean-

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Yeah, 8004?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. And how do you spell your first name?

Speaker speaker_1: R-O-D-E-R-I-C-K.

Speaker speaker_0: You said R-O-B-E-R-I-C-K?

Speaker speaker_1: No, R-O-D as in, uh, dog, E-R-I-C-K-

Speaker speaker_0: Oh, ROD.

Speaker speaker_1: Yeah. Yep.

Speaker speaker_0: R-O-D-E-R-I-C-K.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. And your last name?

Speaker speaker_1: Morris. M-O-R-R-I-S.

Speaker speaker_0: Address?

Speaker speaker_1: 1400, uh, Twombly Road.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: T-W-O-M-B-L-Y Road.

Speaker speaker_0: City?

Speaker speaker_1: Um, Dekalb, Illinois.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: D-E-K-A-L-B.

Speaker speaker_0: You said D-E-

Speaker speaker_1: Yeah. D-E-K-A-L-B, Illinois.

Speaker speaker_0: Zip code?

Speaker speaker_1: 60115.

Speaker speaker_0: Date of birth?

Speaker speaker_1: May 21st, 1997.

Speaker speaker_0: You said May 21st-

Speaker speaker_1: 1997.

Speaker speaker_0: Email?

Speaker speaker_1: Rod, rod.m0521@gmail.

Speaker speaker_0: You said rod.m0521@gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your phone number?

Speaker speaker_1: 773-251-2068.

Speaker speaker_0: You said 773-251-2068?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Yeah. All right, I got that decline for you, Mr. Morris. Was there anything else I can help you with today?

Speaker speaker_1: Uh, no. Thank you, sir, for everything. Thank you.

Speaker speaker_0: No problem. You have a great rest of your week, man.

Speaker speaker_1: You too, man. Thank you very much.

Speaker speaker_0: Yeah.