

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... in a car. This is Malcolm, how can I help you? Yes, Malcolm. Uh, I recently started, uh, working for Surge and I want to waive my health insurance. All right. What's the last four of your social? 8439. First name? Uh, Kenneth. Are you a brand new hire? Uh, yeah, I worked a whole week last week. They told me to wait to call until I was definitely in the system, so, I should be in the system. No, you're not. You aren't showing up in the system. Right. I'm gonna have to add you in. Yes, sir- Okay. ... as I'm going to have to add you in. What's your full social? Uh, 285-72-8439. How do you spell Kenneth? K-E-N-N-E-T-H. And your last name? Beach, B-E-A-C-H. And the address for you? Excuse me? What's the ad... What's the good address for you? Oh, address. Uh, 5418 Marion Melmore- Wait a second. M-A-R-I-O-N. And then, Melmore, M-E-L-M-O-R-E. Let me see. Sycamore. So that S-I-C-K-A-M-O-E, M-O-R-E? S-Y. So S-I-C-K-Y-M-O-R-E? A little bit of language gap here, I think. S-Y-C-A-M-O-R-E, Sycamore. Oh, okay. And what was the state? Ohio. Zip code? 44882. Date of birth? 09/09/1976. Email? Uh, kennethbeach, all one word, lowercase, @ymail.com. Email, and then your phone number. Uh, 740-251-3183. Thank you. All right. I got that in the client for you, Mr. Kenneth. Was there anything else I could help you with today? Nope, that's it. I appreciate it. No problem. If there's nothing else, thanks for calling Benefits in a Car, and I hope you have a great rest of your week, man. Uh, you too, bud. Take, take care. You too. Thank you.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... in a car. This is Malcolm, how can I help you?

Speaker speaker\_2: Yes, Malcolm. Uh, I recently started, uh, working for Surge and I want to waive my health insurance.

Speaker speaker\_1: All right. What's the last four of your social?

Speaker speaker\_2: 8439.

Speaker speaker\_1: First name?

Speaker speaker\_2: Uh, Kenneth.

Speaker speaker\_1: Are you a brand new hire?

Speaker speaker\_2: Uh, yeah, I worked a whole week last week. They told me to wait to call until I was definitely in the system, so, I should be in the system.

Speaker speaker\_1: No, you're not. You aren't showing up in the system.

Speaker speaker\_2: Right.

Speaker speaker\_1: I'm gonna have to add you in. Yes, sir-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... as I'm going to have to add you in. What's your full social?

Speaker speaker\_2: Uh, 285-72-8439.

Speaker speaker\_1: How do you spell Kenneth?

Speaker speaker\_2: K-E-N-N-E-T-H.

Speaker speaker\_1: And your last name?

Speaker speaker\_2: Beach, B-E-A-C-H.

Speaker speaker\_1: And the address for you?

Speaker speaker\_2: Excuse me?

Speaker speaker\_1: What's the ad... What's the good address for you?

Speaker speaker\_2: Oh, address. Uh, 5418 Marion Melmore-

Speaker speaker\_1: Wait a second.

Speaker speaker\_2: M-A-R-I-O-N. And then, Melmore, M-E-L-M-O-R-E.

Speaker speaker\_1: Let me see.

Speaker speaker\_2: Sycamore.

Speaker speaker\_1: So that S-I-C-K-A-M-O-E, M-O-R-E?

Speaker speaker\_2: S-Y.

Speaker speaker\_1: So S-I-C-K-Y-M-O-R-E?

Speaker speaker\_2: A little bit of language gap here, I think. S-Y-C-A-M-O-R-E, Sycamore.

Speaker speaker\_1: Oh, okay. And what was the state?

Speaker speaker\_2: Ohio.

Speaker speaker\_1: Zip code?

Speaker speaker\_2: 44882.

Speaker speaker\_1: Date of birth?

Speaker speaker\_2: 09/09/1976.

Speaker speaker\_1: Email?

Speaker speaker\_2: Uh, kennethbeach, all one word, lowercase, @ymail.com.

Speaker speaker\_1: Email, and then your phone number.

Speaker speaker\_2: Uh, 740-251-3183.

Speaker speaker\_1: Thank you. All right. I got that in the client for you, Mr. Kenneth. Was there anything else I could help you with today?

Speaker speaker\_2: Nope, that's it. I appreciate it.

Speaker speaker\_1: No problem. If there's nothing else, thanks for calling Benefits in a Car, and I hope you have a great rest of your week, man.

Speaker speaker\_2: Uh, you too, bud. Take, take care.

Speaker speaker\_1: You too. Thank you.