

## **Transcript: Malcolm**

**Nash-5395038582030336-5721846082912256**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, yes, sir. So I opted out of, uh, getting insurance coverage, uh, through Carlton Staffing, but I just got a te- text message that said, uh, plan after my first check to receive... you know, tell, tell RX. But I've, I've already received my first check. I just... I've could have sworn I opted out of everything. So I just wanted to make sure everything's good. I don't know if it was like a mass, you know, text that just came out or... It is possible that it is a mass text. What was the last four of your social? Uh, 7342. First name? David. D-I-V-I-D. Last name? Uh, Fine. F-I-N-E. All right. For security purposes can you verify your address and date of birth for me? Yeah. 10310, uh, Russell Pines Drive, 583. And, uh, 3/14/85. Thank you. What was the address one more time? Uh, 10310 Russell Pines Drive. Thank you. Let's see, we got your phone number, 281-468-6750. Correct. Thank you. And your email is dfine2015@outlook.com? Correct. Thank you. So yeah, it looks like you're ready to climb in, Mr. Fine. You can disregard that text. Cool. I appreciate it. Mr. Fine, is there anything else I can help you with today? Uh, no. Thank you so much. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of the week, man. You too. See you.

### **Conversation Format**

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

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Uh, yes, sir. So I opted out of, uh, getting insurance coverage, uh, through Carlton Staffing, but I just got a te- text message that said, uh, plan after my first check to receive... you know, tell, tell RX. But I've, I've already received my first check. I just... I've could have sworn I opted out of everything. So I just wanted to make sure everything's good. I don't know if it was like a mass, you know, text that just came out or...

Speaker speaker\_1: It is possible that it is a mass text. What was the last four of your social?

Speaker speaker\_2: Uh, 7342.

Speaker speaker\_1: First name?

Speaker speaker\_2: David. D-I-V-I-D.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Uh, Fine. F-I-N-E.

Speaker speaker\_1: All right. For security purposes can you verify your address and date of birth for me?

Speaker speaker\_2: Yeah. 10310, uh, Russell Pines Drive, 583. And, uh, 3/14/85.

Speaker speaker\_1: Thank you. What was the address one more time?

Speaker speaker\_2: Uh, 10310 Russell Pines Drive.

Speaker speaker\_1: Thank you. Let's see, we got your phone number, 281-468-6750.

Speaker speaker\_2: Correct.

Speaker speaker\_1: Thank you. And your email is dfine2015@outlook.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Thank you. So yeah, it looks like you're ready to climb in, Mr. Fine. You can disregard that text.

Speaker speaker\_2: Cool. I appreciate it.

Speaker speaker\_1: Mr. Fine, is there anything else I can help you with today?

Speaker speaker\_2: Uh, no. Thank you so much.

Speaker speaker\_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of the week, man.

Speaker speaker\_2: You too.

Speaker speaker\_1: See you.