

## **Transcript: Malcolm**

**Nash-5415280350380032-5390333838147584**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. I was just wanting to see if my account was still active. What staffing company do you work for? Uh, MAU. All right. What's the last four of your social? Uh, 1873. First name? Uh, Zane. Z-A-N-E. Last name? Uh, Amburgey. A-M-B-U-R-G-E-Y. And for security purposes, can you verify your address and date of birth for me? Uh, 412 South Van's Quayoc Street in August 9, 2004. And city, state, zip code as well? Uh, 46710. And the city and state? Uh, Avilla, Indiana. Thank you. So we got your phone number as 260-229-7539? Yep. And your email is lastnamefirstname@gmail.com? Yep. Thank you. So it doesn't look like you have any coverage at this time, Mr. Zane. Okay, thank you. No problem. Was there anything else I can help you with today? Nope, that's it. Thanks for calling Benefits in the Card. I hope you have a great weekend. You too. Yeah.

### **Conversation Format**

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

Speaker speaker\_1: Hi. I was just wanting to see if my account was still active.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Uh, MAU.

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

Speaker speaker\_1: Uh, 1873.

Speaker speaker\_0: First name?

Speaker speaker\_1: Uh, Zane. Z-A-N-E.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Uh, Amburgey. A-M-B-U-R-G-E-Y.

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

Speaker speaker\_1: Uh, 412 South Van's Quayoc Street in August 9, 2004.

Speaker speaker\_0: And city, state, zip code as well?

Speaker speaker\_1: Uh, 46710.

Speaker speaker\_0: And the city and state?

Speaker speaker\_1: Uh, Avilla, Indiana.

Speaker speaker\_0: Thank you. So we got your phone number as 260-229-7539?

Speaker speaker\_1: Yep.

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

Speaker speaker\_1: Yep.

Speaker speaker\_0: Thank you. So it doesn't look like you have any coverage at this time, Mr. Zane.

Speaker speaker\_1: Okay, thank you.

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

Speaker speaker\_1: Nope, that's it.

Speaker speaker\_0: Thanks for calling Benefits in the Card. I hope you have a great weekend.

Speaker speaker\_1: You too.

Speaker speaker\_0: Yeah.