

## Transcript: Malcolm

Nash-5562404453924864-5594576980197376

### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, um, y'all sent me a text message saying that I was owed EMC/TeleRx within 30 days. What staffing company do you work for? Uh, what's the temp hire company that I work for? Yes, sir. Uh, Surge. Right. Well, you wanted to decline the coverage? Yeah. Right. What's the last four of your social? One second. Uh, 2392. First name? Michael. Last name? Hohoe- Right. For security purposes can you verify your address and date of birth for me? 108 Lee Road, 2099 Phoenix City, Alabama 080704. Mm-hmm. Right, I've got that declined for you, Mr. Michael. Is there anything else I can help you with today? Uh, no. I just wanted to make sure that that got declined. I don't want a \$15 paycheck. Right. If there's nothing else, Mr. Hoh, thanks for calling Benefits in the Car, and I hope you have a great rest of your week. Thank you. You too. Appreciate you. Appreciate you. Bye-bye. No problem. Bye.

### Conversation Format

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

Speaker speaker\_1: Hey, um, y'all sent me a text message saying that I was owed EMC/TeleRx within 30 days.

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

Speaker speaker\_1: Uh, what's the temp hire company that I work for?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Uh, Surge.

Speaker speaker\_0: Right. Well, you wanted to decline the coverage?

Speaker speaker\_1: Yeah.

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

Speaker speaker\_1: One second. Uh, 2392.

Speaker speaker\_0: First name?

Speaker speaker\_1: Michael.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Hohoe-

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

Speaker speaker\_1: 108 Lee Road, 2099 Phoenix City, Alabama 080704.

Speaker speaker\_0: Mm-hmm. Right, I've got that declined for you, Mr. Michael. Is there anything else I can help you with today?

Speaker speaker\_1: Uh, no. I just wanted to make sure that that got declined. I don't want a \$15 paycheck.

Speaker speaker\_0: Right. If there's nothing else, Mr. Hoh, thanks for calling Benefits in the Car, and I hope you have a great rest of your week.

Speaker speaker\_1: Thank you. You too. Appreciate you.

Speaker speaker\_0: Appreciate you.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_0: No problem. Bye.