

Transcript: Malcolm

Nash-5671384756043776-5197915345960960

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, yes, I would, uh, decline a coverage. I think this is the number I'm supposed to call to do that? Okay. What staffing company you work for? Uh, Surge I think is the name. What's the last four of your social? 2342. First name? Stephanie. You say Stephanie or Destiny? Stephanie with a S-T-E-P-H-A-N-I-E. Are you a brand new hire? Yeah, I just filled out my, um, application so I don't know if- All right. So I'm gonna have to add you- ... if it's too early. Yeah, I'm gonna have to add you in the system. What's your full social? Uh, 541982342. You said 54198, uh, 2342? Correct. Okay. And how did you spell your first name again? S-T-E-P-H-A-N-I-E. And last name? Book, B-O-O-K. Address please? 18281 West Sugar View, that's two words, Drive. Is that a home or an apartment? Uh, home. All right. And the city? Elmore. How do you spell that? E-L-M-O-R-E, Ohio 43416. You said 43416? Correct. And your date of birth? 03/09/'74. Email? Um, it's G as in gorilla, R-U, B as in boy, B as in boy, Y, P as in Paul, R-I, M as in mom, I, T as in Tom, I, V as in victor, E, S as in Sam at gmail.com. Grubbyprimitive@gmail.com. And your phone number? 419-575-1331. You said 419-575-1331? Correct. And you want to decline your coverage, correct? Correct. Yeah. All right. I got that decline for you, Ms. Book. Was there anything else I can help you with today? Nope, that is all. Then if nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thank you. You too. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hi, yes, I would, uh, decline a coverage. I think this is the number I'm supposed to call to do that?

Speaker speaker_0: Okay. What staffing company you work for?

Speaker speaker_1: Uh, Surge I think is the name.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 2342.

Speaker speaker_0: First name?

Speaker speaker_1: Stephanie.

Speaker speaker_0: You say Stephanie or Destiny?

Speaker speaker_1: Stephanie with a S-T-E-P-H-A-N-I-E.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yeah, I just filled out my, um, application so I don't know if-

Speaker speaker_0: All right. So I'm gonna have to add you-

Speaker speaker_1: ... if it's too early.

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

Speaker speaker_1: Uh, 541982342.

Speaker speaker_0: You said 54198, uh, 2342?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And how did you spell your first name again?

Speaker speaker_1: S-T-E-P-H-A-N-I-E.

Speaker speaker_0: And last name?

Speaker speaker_1: Book, B-O-O-K.

Speaker speaker_0: Address please?

Speaker speaker_1: 18281 West Sugar View, that's two words, Drive.

Speaker speaker_0: Is that a home or an apartment?

Speaker speaker_1: Uh, home.

Speaker speaker_0: All right. And the city?

Speaker speaker_1: Elmore.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: E-L-M-O-R-E, Ohio 43416.

Speaker speaker_0: You said 43416?

Speaker speaker_1: Correct.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 03/09/'74.

Speaker speaker_0: Email?

Speaker speaker_1: Um, it's G as in gorilla, R-U, B as in boy, B as in boy, Y, P as in Paul, R-I, M as in mom, I, T as in Tom, I, V as in victor, E, S as in Sam at gmail.com.

Grubbyprimitive@gmail.com.

Speaker speaker_0: And your phone number?

Speaker speaker_1: 419-575-1331.

Speaker speaker_0: You said 419-575-1331?

Speaker speaker_1: Correct.

Speaker speaker_0: And you want to decline your coverage, correct?

Speaker speaker_1: Correct.

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

Speaker speaker_1: Nope, that is all.

Speaker speaker_0: Then if nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: Thank you. You too. Bye-bye.

Speaker speaker_0: Thank you. Bye.