

## **Transcript: Malcolm**

**Nash-5713727322767360-5982970232619008**

### **Full Transcript**

Thanks for calling Benefits 1000. How can I help you? Hi, um, I was told to call you guys. I was let y'all know, um, I don't want the benefits from Surge. Right. What's the last four of your social? 9464. First name? Julie Beyer. Say that one more time? Julie. How you spell that? J-U-L-I-E. Last name? Beyer. B-E-Y-E-R. Okay. For security purposes, can you verify your address and date of birth for me? Uh, 1955 Bells Ferry Road, Apartment 4226, Marietta, Georgia 30066. And then, uh, what was the other one? Date of birth? 12-31-92. All right, so that address that you used is not the one that we have on file. Oh, okay. Well, they're supposed to change it. Um, it could be Woodstock, it could be Pounds Lake. Could you verify with your full social? 591-29-9464. Thank you. So we have a 60 Lee Road, 746 Salem, Alabama 36874. Yeah. I haven't lived there in three years now. Okay, so what's your new address? Uh, 1955 Bells Ferry. How do you spell that? B-E-L-L-S, then F-E-R-R-Y. One word? No, separate. So Bells Ferry... Road. Yeah. You said apartment? Yeah, 4226. 4226? Yep. And the city? Marietta. And the state? Georgia. Zip code? 30066. Thank you. All right, I got that updated for you, Miss Julie and I also got that declined for you. All right, awesome. Thank you. And is the gi-... So is the phone number still 404-436-5634? Yes. And then, uh, your email is last name.first name25@icloud.com? Mm-hmm. All right. Well, was there anything else I can help you with today, Miss Julie? No, that was all. All right. Well, thanks for calling Benefits 1000. I hope you have a great rest of your week. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits 1000. How can I help you?

Speaker speaker\_1: Hi, um, I was told to call you guys. I was let y'all know, um, I don't want the benefits from Surge.

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

Speaker speaker\_1: 9464.

Speaker speaker\_0: First name?

Speaker speaker\_1: Julie Beyer.

Speaker speaker\_0: Say that one more time?

Speaker speaker\_1: Julie.

Speaker speaker\_0: How you spell that?

Speaker speaker\_1: J-U-L-I-E.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Beyer. B-E-Y-E-R.

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

Speaker speaker\_1: Uh, 1955 Bells Ferry Road, Apartment 4226, Marietta, Georgia 30066. And then, uh, what was the other one?

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: 12-31-92.

Speaker speaker\_0: All right, so that address that you used is not the one that we have on file.

Speaker speaker\_1: Oh, okay. Well, they're supposed to change it. Um, it could be Woodstock, it could be Pounds Lake.

Speaker speaker\_0: Could you verify with your full social?

Speaker speaker\_1: 591-29-9464.

Speaker speaker\_0: Thank you. So we have a 60 Lee Road, 746 Salem, Alabama 36874.

Speaker speaker\_1: Yeah. I haven't lived there in three years now.

Speaker speaker\_0: Okay, so what's your new address?

Speaker speaker\_1: Uh, 1955 Bells Ferry.

Speaker speaker\_0: How do you spell that?

Speaker speaker\_1: B-E-L-L-S, then F-E-R-R-Y.

Speaker speaker\_0: One word?

Speaker speaker\_1: No, separate.

Speaker speaker\_0: So Bells Ferry...

Speaker speaker\_1: Road.

Speaker speaker\_0: Yeah. You said apartment?

Speaker speaker\_1: Yeah, 4226.

Speaker speaker\_0: 4226?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And the city?

Speaker speaker\_1: Marietta.

Speaker speaker\_0: And the state?

Speaker speaker\_1: Georgia.

Speaker speaker\_0: Zip code?

Speaker speaker\_1: 30066.

Speaker speaker\_0: Thank you. All right, I got that updated for you, Miss Julie and I also got that declined for you.

Speaker speaker\_1: All right, awesome. Thank you.

Speaker speaker\_0: And is the gi-... So is the phone number still 404-436-5634?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then, uh, your email is last name.first name25@icloud.com?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right. Well, was there anything else I can help you with today, Miss Julie?

Speaker speaker\_1: No, that was all.

Speaker speaker\_0: All right. Well, thanks for calling Benefits 1000. I hope you have a great rest of your week.

Speaker speaker\_1: You too. Bye-bye.