

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is ... How can I help you? Um, yes. My name is, uh, Derrick Walls and, uh, I need my, uh, info to give my doctor for, uh, my appointments and all that. I no longer have, uh, s- or, uh, government insurance because of my job now. I have it through you guys. What staffing company do you work for? Um, Surge Staffing. The last four of your Social? 0807. First name? Derrick. D-E-R-R-I-C-K. Can you say D-E-R-R- I-C-K. Last name? Walls. W-A-L-L-S. For security purposes, can you verify your address and date of birth for me? Um, 2222 Madison Avenue, 4/19/1990. I need to see your state and ZIP code as well. Uh, 41014. And the city and state? Covington, Kentucky. Thank you. So we got your phone number at 462-8760. Yes. That is it. And I think the email is theloserwins...

TheLoserWinAgain0@gmail.com. TheLosersWinAgain, yes, @0 or, uh, 0@gmail.com. Yes. Thank you. And now, so you just need your ID card sent to you? Yeah. Yeah. If you could do that through email, I guess, uh, just whatever info I need to give them at my appointment. Um, I need to, uh, give that to 'em this morning. All right. Your email is ... before I get that for you? Yes, sir. Thank you so much. No problem. Thank you. Are you there, Mr. Walls? Uh, yes. I just sent that ID card through your email. Thank you so much. Oh, man. And we've got- Is that... Uh, TheLosersWinAgain@0 or 0@gmail.com, lowercase? Yes, sir. Oh, I just got it. Thank you so much. No problem, Mr. Wells. Was there anything else... Or Mr. Walls, was there anything else I could help you with today? That is it. I appreciate it very, very much. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week, man. Y- you too. I appreciate it. Thank you. Thank you. Bye.

### Conversation Format

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

Speaker speaker\_1: Um, yes. My name is, uh, Derrick Walls and, uh, I need my, uh, info to give my doctor for, uh, my appointments and all that. I no longer have, uh, s- or, uh, government insurance because of my job now. I have it through you guys.

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

Speaker speaker\_1: Um, Surge Staffing.

Speaker speaker\_0: The last four of your Social?

Speaker speaker\_1: 0807.

Speaker speaker\_0: First name?

Speaker speaker\_1: Derrick. D-E-R-R-I-C-K.

Speaker speaker\_0: Can you say D-E-R-R-

Speaker speaker\_1: I-C-K.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Walls. W-A-L-L-S.

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

Speaker speaker\_1: Um, 2222 Madison Avenue, 4/19/1990.

Speaker speaker\_0: I need to see your state and ZIP code as well.

Speaker speaker\_1: Uh, 41014.

Speaker speaker\_0: And the city and state?

Speaker speaker\_1: Covington, Kentucky.

Speaker speaker\_0: Thank you. So we got your phone number at 462-8760.

Speaker speaker\_1: Yes. That is it.

Speaker speaker\_0: And I think the email is theloserwins... TheLoserWinAgain0@gmail.com.

Speaker speaker\_1: TheLosersWinAgain, yes, @0 or, uh, 0@gmail.com. Yes.

Speaker speaker\_0: Thank you. And now, so you just need your ID card sent to you?

Speaker speaker\_1: Yeah. Yeah. If you could do that through email, I guess, uh, just whatever info I need to give them at my appointment. Um, I need to, uh, give that to 'em this morning.

Speaker speaker\_0: All right. Your email is ... before I get that for you?

Speaker speaker\_1: Yes, sir. Thank you so much.

Speaker speaker\_0: No problem. Thank you. Are you there, Mr. Walls?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: I just sent that ID card through your email.

Speaker speaker\_1: Thank you so much. Oh, man.

Speaker speaker\_0: And we've got-

Speaker speaker\_1: Is that... Uh, TheLosersWinAgain@0 or 0@gmail.com, lowercase?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Oh, I just got it. Thank you so much.

Speaker speaker\_0: No problem, Mr. Wells. Was there anything else... Or Mr. Walls, was there anything else I could help you with today?

Speaker speaker\_1: That is it. I appreciate it very, very much.

Speaker speaker\_0: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week, man.

Speaker speaker\_1: Y- you too. I appreciate it.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Thank you. Bye.