

## **Transcript: Malcolm**

**Nash-5732238087077888-6149529106825216**

### **Full Transcript**

... benefits in the card, this is Malcolm. How can I help you? Yes, um, my name is Nelson Edwards. I need to opt out of the insu- insurance, 'cause I- I don't need it. What's the- what's that company you work for? Uh, American Staff. American Staff or American Staff? American Staff. So last four, I mean, what's the last name? Uh, my last name's Edwards. My last four is 0887. All right. So are you a brand new hire? Yes. This was our first paycheck. So I'ma have to add you in the system. You said American Staff Corp., correct? Yes. Uh-huh, that's right. Uh-huh. What's your full social? 440720887. First name? Nelson. Last name? Edwards. Address? 1174 North Frankfort Avenue- Can you spell that? That's in Tulsa. Frankfort, F-R-A-N-K-F-O-R-T Avenue. You said F-A... You said F-R-A-N-K Fort- K. F-O-R-T, one word. Is that... And then the city? Tulsa. Charleston? Tulsa. Tulsa? Uh-huh. T-U-L-S-A? Uh-huh. And the state? Oklahoma. Zip code? 74106. Say it one more time, please? 74106. Date of birth? September 24th, 1965. Email? Edwardsnelson94@Yahoo.com. And your phone number. Area code 918-951-2367. You said 918-951-2367? Yes, sir. Thank you. All right, I got that declined for you, Mr. Edwards. Was there anything else I can help you with today? No, that's it. All right, thanks for calling Benefits in a Card. I hope you have a great weekend, man. You too. Thank you. Okay.

### **Conversation Format**

Speaker speaker\_0: ... benefits in the card, this is Malcolm. How can I help you?

Speaker speaker\_1: Yes, um, my name is Nelson Edwards. I need to opt out of the insu- insurance, 'cause I- I don't need it.

Speaker speaker\_0: What's the- what's that company you work for?

Speaker speaker\_1: Uh, American Staff.

Speaker speaker\_0: American Staff or American Staff?

Speaker speaker\_1: American Staff.

Speaker speaker\_0: So last four, I mean, what's the last name?

Speaker speaker\_1: Uh, my last name's Edwards. My last four is 0887.

Speaker speaker\_0: All right. So are you a brand new hire?

Speaker speaker\_1: Yes. This was our first paycheck.

Speaker speaker\_0: So I'ma have to add you in the system. You said American Staff Corp., correct?

Speaker speaker\_1: Yes. Uh-huh, that's right. Uh-huh.

Speaker speaker\_0: What's your full social?

Speaker speaker\_1: 440720887.

Speaker speaker\_0: First name?

Speaker speaker\_1: Nelson.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Edwards.

Speaker speaker\_0: Address?

Speaker speaker\_1: 1174 North Frankfort Avenue-

Speaker speaker\_0: Can you spell that?

Speaker speaker\_1: That's in Tulsa. Frankfort, F-R-A-N-K-F-O-R-T Avenue.

Speaker speaker\_0: You said F-A... You said F-R-A-N-K Fort-

Speaker speaker\_1: K. F-O-R-T, one word.

Speaker speaker\_0: Is that... And then the city?

Speaker speaker\_1: Tulsa.

Speaker speaker\_0: Charleston?

Speaker speaker\_1: Tulsa.

Speaker speaker\_0: Tulsa?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: T-U-L-S-A?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: And the state?

Speaker speaker\_1: Oklahoma.

Speaker speaker\_0: Zip code?

Speaker speaker\_1: 74106.

Speaker speaker\_0: Say it one more time, please?

Speaker speaker\_1: 74106.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: September 24th, 1965.

Speaker speaker\_0: Email?

Speaker speaker\_1: Edwardsnelson94@Yahoo.com.

Speaker speaker\_0: And your phone number.

Speaker speaker\_1: Area code 918-951-2367.

Speaker speaker\_0: You said 918-951-2367?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Thank you. All right, I got that declined for you, Mr. Edwards. Was there anything else I can help you with today?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: All right, thanks for calling Benefits in a Card. I hope you have a great weekend, man.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Okay.