

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, hello. How are you doing? I got a text message 'cause well I just joined Surge about two weeks saying that, um, I would be enrolled into y'all's Medicare coverage or whatever. I was just gonna call to see how do I opt out or like... I can get that taken care of for you. What's the last four of your social? It, it's 7234. Is it 7234? Yeah. Your first name? Frank . Last name? Brown. Okay. For security purposes, can you verify your address and date of birth for me? Whi- which one do I first, my address or...? Either one. Uh, 201 East Mill Street. And then my birthday is 12-27-05. We need the city, state and zip code as well. Uh, 43113 Ohio. And your city? Circleville. Yes. We got your phone number, 614-907-0247. Yeah. And your email is franksoapartment2@gmail.com? Yep. Thank you. Well, I got that declined for you, Mr. Brown. Was there anything else I can help you with today? Uh, no not today. All right. Well, thanks for calling Benefits in the Car. I hope you have a great rest of your day now. You too. I appreciate you. No problem.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, hello. How are you doing? I got a text message 'cause well I just joined Surge about two weeks saying that, um, I would be enrolled into y'all's Medicare coverage or whatever. I was just gonna call to see how do I opt out or like...

Speaker speaker_1: I can get that taken care of for you. What's the last four of your social?

Speaker speaker_2: It, it's 7234.

Speaker speaker_1: Is it 7234?

Speaker speaker_2: Yeah.

Speaker speaker_1: Your first name?

Speaker speaker_2: Frank .

Speaker speaker_1: Last name?

Speaker speaker_2: Brown.

Speaker speaker_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Whi- which one do I first, my address or...?

Speaker speaker_1: Either one.

Speaker speaker_2: Uh, 201 East Mill Street. And then my birthday is 12-27-05.

Speaker speaker_1: We need the city, state and zip code as well.

Speaker speaker_2: Uh, 43113 Ohio.

Speaker speaker_1: And your city?

Speaker speaker_2: Circleville.

Speaker speaker_1: Yes. We got your phone number, 614-907-0247.

Speaker speaker_2: Yeah.

Speaker speaker_1: And your email is franksoapartment2@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. Well, I got that declined for you, Mr. Brown. Was there anything else I can help you with today?

Speaker speaker_2: Uh, no not today.

Speaker speaker_1: All right. Well, thanks for calling Benefits in the Car. I hope you have a great rest of your day now.

Speaker speaker_2: You too. I appreciate you.

Speaker speaker_1: No problem.