

Transcript: Malcolm

Nash-5859686248398848-4811339374837760

Full Transcript

Thanks for calling Benefits by Card. This is Malcolm, how can I help you? How you doing Mr. Malcolm? Um, my name is Collins and I'm, I had a, an apply for a job with, uh, for Integriti and, um, the Benefit in the Card, like, the section of my application, like, where to approve or deny, it won't let me log in to my... Hello? Yes, sir? Oh, uh, it won't let me approve or deny the, the benefits on the card. I got, like, some type of insurance already and- All right. So you want to decline the coverage? Yes, sir. But like I was saying, they won't let me log in with my, with my information to, to do that. So I was just calling so you can- I can do it over the phone for you. Okay. Yeah, what's the last, what's the last four of your Social? Uh, 55 56. You said 55 66 or 55 56? No, 50... 56. Yes, sir. First name? Bella, uh, Collins. C-O-L-L-I-N-S. Are you a brand new hire? Yes, sir. All right. So I'm gonna have to add you in the system. What's your full Social? Uh, 464-57-5556. You said 464-57-5556? Yes, sir. How you spell your first name? C-O-L-L-I-N-S. Last name? Last name B as in boy, E-L-L-A-R-D. You said B-E-L-L-A-R-D? Yes, sir. Address? Um, 2401 Westridge. How you spell that? W-E-S-T-R-I-D-G-E, Street. Is it a home or an apartment? Apartment, um, 3001. 3-0-0-1. City? Houston, Texas, 77054. Date of birth? May 1st, 1981. You said May 1st... 1981. Email? Jbellar, lowercase jbellar@... bellar92@gmail.com. And your phone number? 832-890-4670. You said 832-890-4670? Yes, sir. You... All right, I got that declined for you, Mr. Collins. Was there anything else I can help you with today? No, sir. I was just making sure that we didn't have no misunderstandings. I understand. Nothing else. Thanks for calling Benefits in the Card. I hope you have a great weekend, man. All right, do the same, sir. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: How you doing Mr. Malcolm? Um, my name is Collins and I'm, I had a, an apply for a job with, uh, for Integriti and, um, the Benefit in the Card, like, the section of my application, like, where to approve or deny, it won't let me log in to my... Hello?

Speaker speaker_0: Yes, sir?

Speaker speaker_1: Oh, uh, it won't let me approve or deny the, the benefits on the card. I got, like, some type of insurance already and-

Speaker speaker_0: All right. So you want to decline the coverage?

Speaker speaker_1: Yes, sir. But like I was saying, they won't let me log in with my, with my information to, to do that. So I was just calling so you can-

Speaker speaker_0: I can do it over the phone for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah, what's the last, what's the last four of your Social?

Speaker speaker_1: Uh, 55 56.

Speaker speaker_0: You said 55 66 or 55 56?

Speaker speaker_1: No, 50... 56. Yes, sir.

Speaker speaker_0: First name?

Speaker speaker_1: Bella, uh, Collins. C-O-L-L-I-N-S.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. So I'm gonna have to add you in the system. What's your full Social?

Speaker speaker_1: Uh, 464-57-5556.

Speaker speaker_0: You said 464-57-5556?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: How you spell your first name?

Speaker speaker_1: C-O-L-L-I-N-S.

Speaker speaker_0: Last name?

Speaker speaker_1: Last name B as in boy, E-L-L-A-R-D.

Speaker speaker_0: You said B-E-L-L-A-R-D?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Address?

Speaker speaker_1: Um, 2401 Westridge.

Speaker speaker_0: How you spell that?

Speaker speaker_1: W-E-S-T-R-I-D-G-E, Street.

Speaker speaker_0: Is it a home or an apartment?

Speaker speaker_1: Apartment, um, 3001. 3-0-0-1.

Speaker speaker_0: City?

Speaker speaker_1: Houston, Texas, 77054.

Speaker speaker_0: Date of birth?

Speaker speaker_1: May 1st, 1981.

Speaker speaker_0: You said May 1st...

Speaker speaker_1: 1981.

Speaker speaker_0: Email?

Speaker speaker_1: Jbellar, lowercase jbellar@... bellar92@gmail.com.

Speaker speaker_0: And your phone number?

Speaker speaker_1: 832-890-4670.

Speaker speaker_0: You said 832-890-4670?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: You... All right, I got that declined for you, Mr. Collins. Was there anything else I can help you with today?

Speaker speaker_1: No, sir. I was just making sure that we didn't have no misunderstandings.

Speaker speaker_0: I understand. Nothing else. Thanks for calling Benefits in the Card. I hope you have a great weekend, man.

Speaker speaker_1: All right, do the same, sir.

Speaker speaker_0: Thank you. Bye.