

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 ... This is Malcolm. How can I help you? Hi. I'm calling to make sure I'm opted out of medical services by my , um, who I work for, because I have my own medical. You say you're calling to make sure you're up to date or you don't have it? No. I'm making sure I'm opted out of it. All right. What staffing company do you work for? Uh, Surge Staffing. Last four of your Social? 7082. First name? Shyla, S-H-Y-L-A. Say that one more time? Shyla, S-H-Y-L-A. Last name? Cloud, C-L-O-U-D. And for security purposes, can you verify your address and date of birth for me? July 28th, 1996 at 3687 East 54th Street, Cleveland, Ohio, 44105. Thank you. I, I got that declined for you, Ms. Cloud. Was there anything else I can help you with today? No. Thank you. Thank you very much. No problem. Thanks for calling Benefits in the... Hope you have a great rest of your day. You as well. Thank you.

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 ... This is Malcolm. How can I help you?

Speaker speaker_2: Hi. I'm calling to make sure I'm opted out of medical services by my , um, who I work for, because I have my own medical.

Speaker speaker_1: You say you're calling to make sure you're up to date or you don't have it?

Speaker speaker_2: No. I'm making sure I'm opted out of it.

Speaker speaker_1: All right. What staffing company do you work for?

Speaker speaker_2: Uh, Surge Staffing.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: 7082.

Speaker speaker_1: First name?

Speaker speaker_2: Shyla, S-H-Y-L-A.

Speaker speaker_1: Say that one more time?

Speaker speaker_2: Shyla, S-H-Y-L-A.

Speaker speaker_1: Last name?

Speaker speaker_2: Cloud, C-L-O-U-D.

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

Speaker speaker_2: July 28th, 1996 at 3687 East 54th Street, Cleveland, Ohio, 44105.

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

Speaker speaker_2: No. Thank you. Thank you very much.

Speaker speaker_1: No problem. Thanks for calling Benefits in the... Hope you have a great rest of your day.

Speaker speaker_2: You as well.

Speaker speaker_1: Thank you.