

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Hey, Malcolm. Hey, this is, uh, Logan Smith. I was calling... Um, I was... Uh, Brianna, um, Brianna told me to give you guys a call from Cerd Staffing, um, and told you guys to, uh... Told me to tell you guys to, um, cancel the insurance, um, c- because I just got a job over at Timber Tech. She said to have you guys cancel that \$15.00, so that way I can get it on my next check 'cause I'm no longer there. All right. What's the... You said... What's the last four of your Social? 3108. First name? Logan Smith. For security purposes, can you verify your address and date of birth for me? 220 West Walker Road, Wilmington, Ohio, and then the, um, date of birth is 03/28/2005. Can you just say the address one more time for me? 220 West Walker Road, Wilmington, Ohio. Sir, that's not the address that we have on file. Is it 331 North Fayette Street? Yes, sir. Okay, that's my old address. I just moved. Right, could you, w- w- do the full address for me to see the state and ZIP code? Okay. Yes, it is 331 North Fayette Street, Washington Courthouse, Ohio 43160. Thank you. All right. So what's your new address? It is 220 West Walker Road, Wilmington, Ohio. You said 220 West Walker Road... Wilmington, Ohio 45177. Can you say that ZIP code one more time? 45177. Thank you. Okay. So it doesn't look like they got you, uh, enrolled into us, so I've got that declined for you, Mr. Smith. Was there anything else I could help you with today? No, sir. Thank you. No problem. Thanks for calling Benefits in the Car, and I hope you have a great rest of your week. You too. Mm, bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm, how can I help you?

Speaker speaker_1: Hey, Malcolm. Hey, this is, uh, Logan Smith. I was calling... Um, I was... Uh, Brianna, um, Brianna told me to give you guys a call from Cerd Staffing, um, and told you guys to, uh... Told me to tell you guys to, um, cancel the insurance, um, c- because I just got a job over at Timber Tech. She said to have you guys cancel that \$15.00, so that way I can get it on my next check 'cause I'm no longer there.

Speaker speaker_0: All right. What's the... You said... What's the last four of your Social?

Speaker speaker_1: 3108.

Speaker speaker_0: First name?

Speaker speaker_1: Logan Smith.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 220 West Walker Road, Wilmington, Ohio, and then the, um, date of birth is 03/28/2005.

Speaker speaker_0: Can you just say the address one more time for me?

Speaker speaker_1: 220 West Walker Road, Wilmington, Ohio.

Speaker speaker_0: Sir, that's not the address that we have on file.

Speaker speaker_1: Is it 331 North Fayette Street?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, that's my old address. I just moved.

Speaker speaker_0: Right, could you, w- w- do the full address for me to see the state and ZIP code?

Speaker speaker_1: Okay. Yes, it is 331 North Fayette Street, Washington Courthouse, Ohio 43160.

Speaker speaker_0: Thank you. All right. So what's your new address?

Speaker speaker_1: It is 220 West Walker Road, Wilmington, Ohio.

Speaker speaker_0: You said 220 West Walker Road...

Speaker speaker_1: Wilmington, Ohio 45177.

Speaker speaker_0: Can you say that ZIP code one more time?

Speaker speaker_1: 45177.

Speaker speaker_0: Thank you. Okay. So it doesn't look like they got you, uh, enrolled into us, so I've got that declined for you, Mr. Smith. Was there anything else I could help you with today?

Speaker speaker_1: No, sir. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car, and I hope you have a great rest of your week.

Speaker speaker_1: You too. Mm, bye-bye.

Speaker speaker_0: Thank you. Bye.