

## **Transcript: Malcolm**

**Nash-5919677159522304-6291397049532416**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Are you ready to enroll in farmer and city manager to fulfill your dream? Let's get started. How can I help you? I, I just received a text message, uh, talking about I had, uh, saying I had 30 days to, um, to, to update my benefits, I guess you could say. If your car's out of warranty, your next breakdown could cost thousands, unless you have Endurance. They cover \$14,000. Yeah, it's not really hear you because there's something else in the background. Okay, I'm sorry, send another one. I received a text message saying 500 about my benefits. Wait, which text message? I'll tell you. It says, "Welcome to Terror Stash and you have 30 days for your first paycheck to enroll in benefits called PE- uh, B-I-C." Yeah, so that's just the automatic text congratulating you on getting a job with Terror and letting you know you have 30 days to enroll in a health insurance offer through Terror if you want it too. Correct, and then it says call this number. Yeah, so are you wanting to get enrolled or you just wanna... you had a question? Sorry. Yeah, no, yeah, I- no, I wanna get enrolled. Okay. What's the last four of your social? Three, three, three, four. First name? Levon Hines. Address and date of birth for me. Here, what's the address? Oh, uh, on my ID? No, your address, sir, where you live. Oh, okay. What's the address here? 17447 North Avenue of the Arts. Is it... No, wait. 85378 Surprise, Arizona. And your date of birth? January 1986. Excuse me. So we have your phone number, 84- uh, 480- ... 362? Is that 362? Correct. And your email, email is levon.hines2@gmail.com? Ye- correct. No, I-I, iCloud. iCloud. Com? Correct. All right. What type of coverage were you looking at getting enrolled into? Hello? Hello?

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Are you ready to enroll in farmer and city manager to fulfill your dream? Let's get started.

Speaker speaker\_1: How can I help you?

Speaker speaker\_2: I, I just received a text message, uh, talking about I had, uh, saying I had 30 days to, um, to, to update my benefits, I guess you could say. If your car's out of warranty, your next breakdown could cost thousands, unless you have Endurance.

Speaker speaker\_1: They cover \$14,000.

Speaker speaker\_3: Yeah, it's not really hear you because there's something else in the background.

Speaker speaker\_2: Okay, I'm sorry, send another one. I received a text message saying 500 about my benefits.

Speaker speaker\_1: Wait, which text message?

Speaker speaker\_2: I'll tell you. It says, "Welcome to Terror Stash and you have 30 days for your first paycheck to enroll in benefits called PE- uh, B-I-C."

Speaker speaker\_3: Yeah, so that's just the automatic text congratulating you on getting a job with Terror and letting you know you have 30 days to enroll in a health insurance offer through Terror if you want it too.

Speaker speaker\_2: Correct, and then it says call this number.

Speaker speaker\_3: Yeah, so are you wanting to get enrolled or you just wanna... you had a question? Sorry.

Speaker speaker\_2: Yeah, no, yeah, I- no, I wanna get enrolled.

Speaker speaker\_3: Okay. What's the last four of your social?

Speaker speaker\_2: Three, three, three, four.

Speaker speaker\_3: First name?

Speaker speaker\_2: Levon Hines.

Speaker speaker\_3: Address and date of birth for me.

Speaker speaker\_2: Here, what's the address? Oh, uh, on my ID?

Speaker speaker\_3: No, your address, sir, where you live.

Speaker speaker\_2: Oh, okay. What's the address here? 17447 North Avenue of the Arts. Is it... No, wait. 85378 Surprise, Arizona.

Speaker speaker\_3: And your date of birth?

Speaker speaker\_2: January 1986.

Speaker speaker\_3: Excuse me. So we have your phone number, 84- uh, 480- ... 362?

Speaker speaker\_2: Is that 362? Correct.

Speaker speaker\_3: And your email, email is levon.hines2@gmail.com?

Speaker speaker\_2: Ye- correct. No, I-I, iCloud.

Speaker speaker\_3: iCloud. Com?

Speaker speaker\_2: Correct.

Speaker speaker\_3: All right. What type of coverage were you looking at getting enrolled into? Hello? Hello?