

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Hey, how you doing, Malcolm? My name is Kevin Mburu. I am a new hire at, uh, at, uh, Surge. I was just calling to see if I can get my benefits taken off out of my check and stuff like that. Like, I don't want them benefits and other insurance and stuff like that. Wait, what's the last four of your social? 8935. First name? Kevin. I'm just gonna have to add you in the system. What's your full social? 423- Give me one moment. ... 618- You said, 423- ... 61-8935. You said, 423-618-8935? Yes, sir. And you say your first name's Kevin? Yes, sir. Last name? Mburu, M as in male, B as in boy, U as in umbrella, R as in railroad, U as in umbrella again. Address? 244 East Haven Drive. You said, East Haven Drive? Yeah, Eas-... Oh, East Haven, yes, sir. How do you spell that? Uh, East, as in, E- East- No, just Haven, just Haven. Oh, Haven, H-A-V-E-N. Okay. And city? Can you spell your- Say what? You said what? Oh- Your city name. Birmingham, Birmingham, Birmingham, Alabama. Can you spell it? B-I-R-G... Hold on. T- uh, where I forgot, where the hell is it? It's B-I-R-M-I-N-G-H-A-M. And the zip code? 35215. You said 35- 215. Date of birth? 12/26/1998. You said 12/26/98? Yes, sir. Email? K-A-R-A-N-J-A-K661@gmail.com. And phone number? 205-552-8635. You said 205-552-8635? Yeah, 205-552-8635. Yeah. All right, I got that declined for you, Mr. Kevin. Was there anything else I can help you with today? Uh, no, sir, that'll be it. Okay. Then if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right, you too. See ya.

Conversation Format

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

Speaker speaker_1: Hey, how you doing, Malcolm? My name is Kevin Mburu. I am a new hire at, uh, at, uh, Surge. I was just calling to see if I can get my benefits taken off out of my check and stuff like that. Like, I don't want them benefits and other insurance and stuff like that.

Speaker speaker_0: Wait, what's the last four of your social?

Speaker speaker_1: 8935.

Speaker speaker_0: First name?

Speaker speaker_1: Kevin.

Speaker speaker_0: I'm just gonna have to add you in the system. What's your full social?

Speaker speaker_1: 423-

Speaker speaker_0: Give me one moment.

Speaker speaker_1: ... 618-

Speaker speaker_0: You said, 423-

Speaker speaker_1: ... 61-8935.

Speaker speaker_0: You said, 423-618-8935?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And you say your first name's Kevin?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Last name?

Speaker speaker_1: Mburu, M as in male, B as in boy, U as in umbrella, R as in railroad, U as in umbrella again.

Speaker speaker_0: Address?

Speaker speaker_1: 244 East Haven Drive.

Speaker speaker_0: You said, East Haven Drive?

Speaker speaker_1: Yeah, Eas-... Oh, East Haven, yes, sir.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: Uh, East, as in, E- East-

Speaker speaker_0: No, just Haven, just Haven.

Speaker speaker_1: Oh, Haven, H-A-V-E-N.

Speaker speaker_0: Okay. And city? Can you spell your-

Speaker speaker_1: Say what? You said what? Oh-

Speaker speaker_0: Your city name.

Speaker speaker_1: Birmingham, Birmingham, Birmingham, Alabama.

Speaker speaker_0: Can you spell it?

Speaker speaker_1: B-I-R-G... Hold on. T- uh, where I forgot, where the hell is it? It's B-I-R-M-I-N-G-H-A-M.

Speaker speaker_0: And the zip code?

Speaker speaker_1: 35215.

Speaker speaker_0: You said 35-

Speaker speaker_1: 215.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 12/26/1998.

Speaker speaker_0: You said 12/26/98?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Email?

Speaker speaker_1: K-A-R-A-N-J-A-K661@gmail.com.

Speaker speaker_0: And phone number?

Speaker speaker_1: 205-552-8635.

Speaker speaker_0: You said 205-552-8635?

Speaker speaker_1: Yeah, 205-552-8635.

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

Speaker speaker_1: Uh, no, sir, that'll be it.

Speaker speaker_0: Okay. Then if there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: All right, you too.

Speaker speaker_0: See ya.