

## **Transcript: Malcolm**

**Nash-5970953709240320-5898152184856576**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Yes, Malcolm, I'm calling to find out, uh, I got a text from you all. What's kind of going on? What'd the text message say, sir? It said, "Benefits for the Card, call this number." We do not have a- I don't even have a Benefits for a Card. Is there not more to the text message? Uh, no. Mm... No. Typically, uh, our text messages would, it just said, "This is Benefits in the Card, give us a call." Okay. Thank you. Have a great day. Bye.

### **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 Card. This is Malcolm, how can I help you?

Speaker speaker\_2: Yes, Malcolm, I'm calling to find out, uh, I got a text from you all. What's kind of going on?

Speaker speaker\_1: What'd the text message say, sir?

Speaker speaker\_2: It said, "Benefits for the Card, call this number."

Speaker speaker\_1: We do not have a-

Speaker speaker\_2: I don't even have a Benefits for a Card.

Speaker speaker\_1: Is there not more to the text message?

Speaker speaker\_2: Uh, no. Mm... No.

Speaker speaker\_1: Typically, uh, our text messages would, it just said, "This is Benefits in the Card, give us a call."

Speaker speaker\_2: Okay. Thank you. Have a great day. Bye.