

Transcript: Malcolm

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Full Transcript

You should find Benefits and Encourages. This is Malcolm, how can I help you? Hi, I was calling in regards to the, um, the benefits, the auto-enrollment, um, that I was offered. I would like to opt out. I don't know how to move about. What staffing company do you work for? So this is through, uh, Carlton Staffing. Last four of your Social? 0004. First name? Guadalupe. Are you a brand new hire? Yes, sir. All right, so I'm gonna have to add you in the system. What's your full Social? 639420004. How do you spell your first name? G-U-A-D-A-L-U-P-E. Last name? H-E-R-N-A-N-D-E-Z. Can you say that? H-E-R-N-A-N-D-E-Z? Yes, Hernandez. All right, and the address? 7825 Baltimore Street, Houston, Texas 77012. Date of birth? 07/05/94. Email? My first name Guadalupe, a period, then my last name Hernandez, followed by the number 77002@gmail. And your phone number. 832-894-7249. Q... All right, I got that there, the client for you, Miss Guadalupe. Was there anything else I can help you with today? Um, I think I should be in. Now I do have a question. I don't know if you could direct me. So we were told that we could probably get reimbursed our tolls. Uh, I don't know if you would know something or should I just contact them d- directly? That would be something you'd contact Carlton about directly. I don't know anything about a toll. Okay, sounds good. Thank you. Appreciate it. No problem. You have a great weekend. Thanks for calling Benefits and Encourages. You too. Sure. Bye-bye.

Conversation Format

Speaker speaker_0: You should find Benefits and Encourages. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, I was calling in regards to the, um, the benefits, the auto-enrollment, um, that I was offered. I would like to opt out. I don't know how to move about.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: So this is through, uh, Carlton Staffing.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: 0004.

Speaker speaker_0: First name?

Speaker speaker_1: Guadalupe.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right, so I'm gonna have to add you in the system. What's your full Social?

Speaker speaker_1: 639420004.

Speaker speaker_0: How do you spell your first name?

Speaker speaker_1: G-U-A-D-A-L-U-P-E.

Speaker speaker_0: Last name?

Speaker speaker_1: H-E-R-N-A-N-D-E-Z.

Speaker speaker_0: Can you say that? H-E-R-N-A-N-D-E-Z?

Speaker speaker_1: Yes, Hernandez.

Speaker speaker_0: All right, and the address?

Speaker speaker_1: 7825 Baltimore Street, Houston, Texas 77012.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 07/05/'94.

Speaker speaker_0: Email?

Speaker speaker_1: My first name Guadalupe, a period, then my last name Hernandez, followed by the number 77002@gmail.

Speaker speaker_0: And your phone number.

Speaker speaker_1: 832-894-7249.

Speaker speaker_0: Q... All right, I got that there, the client for you, Miss Guadalupe. Was there anything else I can help you with today?

Speaker speaker_1: Um, I think I should be in. Now I do have a question. I don't know if you could direct me. So we were told that we could probably get reimbursed our tolls. Uh, I don't know if you would know something or should I just contact them d- directly?

Speaker speaker_0: That would be something you'd contact Carlton about directly. I don't know anything about a toll.

Speaker speaker_1: Okay, sounds good. Thank you. Appreciate it.

Speaker speaker_0: No problem. You have a great weekend. Thanks for calling Benefits and Encourages.

Speaker speaker_1: You too. Sure. Bye-bye.