

Transcript: Malcolm

Nash-6116806216040448-5178080681967616

Full Transcript

Thanks for calling Benefits ... This is Malcolm. How can I help you? Um, I'm trying to opt out of this, uh, Benefits in the card through WorkSmart. What was the last four of your social? 4316. You said 4316? Uh-huh. And you said WorkSmart? Mm-hmm. Now, I just have started so I, is there a certain amount of time I'm supposed to wait to opt out? I don't, I don't know. I can't remember. Okay, so it doesn't look like you're in the system. I'm gonna have to add you in the system. Okay. What's your full social? 253-35-4316. You said 253... 35-4316. You said 253-35-4316? Uh-huh. All righty. First name? Ryan. R-Y-A-N. Last name? Scarborough. S-C-A-R-B-O-R-O-U-G-H. Do that one more time for me, please. S-C-A-R-B-O-R-O-U-D-H. You said S-C-A-R-B-O-R-O-U-E-H? Uh-huh. Okay. Address? 560 Pleasant Hill Road, Martin, Georgia. Martin in Georgia? Uh-huh. Zip code? 30557. Date of birth? 06/06/1978. Email? It's thatgirlhere, all one word, T-H-A-T-G-I-R-L-H-E-R-E 66-88@gmail. And phone number? 706-244-9840. Can you do that one more time for me? 706-244-9840. Yeah. All right. I got that declined for you, Ms. Ryan. Was there anything else I can help you with today? Uh, that's all. Thank you so much. No problem. You have a great rest of your week. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits ... This is Malcolm. How can I help you?

Speaker speaker_1: Um, I'm trying to opt out of this, uh, Benefits in the card through WorkSmart.

Speaker speaker_0: What was the last four of your social?

Speaker speaker_1: 4316.

Speaker speaker_0: You said 4316?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And you said WorkSmart?

Speaker speaker_1: Mm-hmm. Now, I just have started so I, is there a certain amount of time I'm supposed to wait to opt out? I don't, I don't know. I can't remember.

Speaker speaker_0: Okay, so it doesn't look like you're in the system. I'm gonna have to add you in the system.

Speaker speaker_1: Okay.

Speaker speaker_0: What's your full social?

Speaker speaker_1: 253-35-4316.

Speaker speaker_0: You said 253...

Speaker speaker_1: 35-4316.

Speaker speaker_0: You said 253-35-4316?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: All righty. First name?

Speaker speaker_1: Ryan. R-Y-A-N.

Speaker speaker_0: Last name?

Speaker speaker_1: Scarborough. S-C-A-R-B-O-R-O-U-G-H.

Speaker speaker_0: Do that one more time for me, please.

Speaker speaker_1: S-C-A-R-B-O-R-O-U-D-H.

Speaker speaker_0: You said S-C-A-R-B-O-R-O-U-E-H?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay. Address?

Speaker speaker_1: 560 Pleasant Hill Road, Martin, Georgia.

Speaker speaker_0: Martin in Georgia?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Zip code?

Speaker speaker_1: 30557.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 06/06/1978.

Speaker speaker_0: Email?

Speaker speaker_1: It's thatgirlhere, all one word, T-H-A-T-G-I-R-L-H-E-R-E 66-88@gmail.

Speaker speaker_0: And phone number?

Speaker speaker_1: 706-244-9840.

Speaker speaker_0: Can you do that one more time for me?

Speaker speaker_1: 706-244-9840.

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

Speaker speaker_1: Uh, that's all. Thank you so much.

Speaker speaker_0: No problem. You have a great rest of your week.

Speaker speaker_1: You too. Bye-bye.