

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. They will make you wait for an hour. Thanks for calling Benefits in a Cart. This is Malcolm, how can I help you? Hi, Malcolm. Good af- good morning. This is Sheryll Gilmore. Um, I apply work in Craft and then they forward me to Zurch. I was there on Friday, and I just want you guys to know that I already have my insurance. I don't need you guys to deduct my insurance. All right, so you want to decline the auto enrollment? Yes, sir. All right. What's the, what's the last four of your social? 1783. First name? Sheryll Love Gilmore. Is that, does that start with a S? Yes. Let's see, how do you spell that? S-H-E-R-Y-L-L, and then space, L-O-V-E and then my family- Are you a brand new hire? Huh? Are you a brand new hire? Yes, sir. Okay, so I'ma have to add you in the system. What's your full social? My full social is 321-59-1783. You said 321-59-1783? Yes, sir. And how do you spell your first name again? S-H-E-R-Y-L-L. You said S-H-E- Sheryll. R-Y-L-L. Y-L. And last name? Yeah. Gilmore, G-I-L-M-O-R-E. Address? Um, 57407 Township Road- Uh, you said 57- 57407 Township Road, 261 West Lafayette, Ohio, 43845. So, so you gotta, you have to slow it down for me, ma'am. You said 57407 Township Road? Yes. Township Road, 261. 574- Is 261, is 261 apply to address or is that a apartment number? No, it's a house. Okay, so it's 57407 Township Road 261. Yes, West- And- ... Lafayette, Ohio. You said West Lafayette? Yes. West Lafayette- Thanks for that. W-E-S-T space L-A-F-A-Y-E-T-T-E. Zip code? 43845. Date of birth? May 16, 1985. Email? sheryllgads@gmail.com. And phone number. 740-502-8929. You... You said sheryl.g- at gmail.com? No, sheryllgads, it's all together. The GADS is like goat, alpha, delta, sierra, @gmail.com. So Sheryll, can you spell the last part one more time? Um, sheryllgads, is like goat, alpha, delta, sierra, @gmail.com. All right, I got that declined for you, Ms. Gilmore. Was there anything else I can help you with today? No, just all that I want to decline the auto insurance thing. I got it declined for you. If there's nothing else, Ms. Gilmore, thanks for calling Benefits in a Cart. I hope you have a great rest of your week. Okay, thank you. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: They will make you wait for an hour.

Speaker speaker_2: Thanks for calling Benefits in a Cart. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, Malcolm. Good af- good morning. This is Sheryll Gilmore. Um, I apply work in Craft and then they forward me to Zurch. I was there on Friday, and I just want you guys to know that I already have my insurance. I don't need you guys to deduct my insurance.

Speaker speaker_2: All right, so you want to decline the auto enrollment?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. What's the, what's the last four of your social?

Speaker speaker_1: 1783.

Speaker speaker_2: First name?

Speaker speaker_1: Sheryll Love Gilmore.

Speaker speaker_2: Is that, does that start with a S?

Speaker speaker_1: Yes.

Speaker speaker_2: Let's see, how do you spell that?

Speaker speaker_1: S-H-E-R-Y-L-L, and then space, L-O-V-E and then my family-

Speaker speaker_2: Are you a brand new hire?

Speaker speaker_1: Huh?

Speaker speaker_2: Are you a brand new hire?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, so I'ma have to add you in the system. What's your full social?

Speaker speaker_1: My full social is 321-59-1783.

Speaker speaker_2: You said 321-59-1783?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: And how do you spell your first name again?

Speaker speaker_1: S-H-E-R-Y-L-L.

Speaker speaker_2: You said S-H-E-

Speaker speaker_1: Sheryll. R-Y-L-L.

Speaker speaker_2: Y-L. And last name?

Speaker speaker_1: Yeah. Gilmore, G-I-L-M-O-R-E.

Speaker speaker_2: Address?

Speaker speaker_1: Um, 57407 Township Road-

Speaker speaker_2: Uh, you said 57-

Speaker speaker_1: 57407 Township Road, 261 West Lafayette, Ohio, 43845.

Speaker speaker_2: So, so you gotta, you have to slow it down for me, ma'am. You said 57407 Township Road?

Speaker speaker_1: Yes. Township Road, 261. 574-

Speaker speaker_2: Is 261, is 261 apply to address or is that a apartment number?

Speaker speaker_1: No, it's a house.

Speaker speaker_2: Okay, so it's 57407 Township Road 261.

Speaker speaker_1: Yes, West-

Speaker speaker_2: And-

Speaker speaker_1: ... Lafayette, Ohio.

Speaker speaker_2: You said West Lafayette?

Speaker speaker_1: Yes. West Lafayette-

Speaker speaker_2: Thanks for that.

Speaker speaker_1: W-E-S-T space L-A-F-A-Y-E-T-T-E.

Speaker speaker_2: Zip code?

Speaker speaker_1: 43845.

Speaker speaker_2: Date of birth?

Speaker speaker_1: May 16, 1985.

Speaker speaker_2: Email?

Speaker speaker_1: sheryllgads@gmail.com.

Speaker speaker_2: And phone number.

Speaker speaker_1: 740-502-8929.

Speaker speaker_2: You... You said sheryl.g- at gmail.com?

Speaker speaker_1: No, sheryllgads, it's all together. The GADS is like goat, alpha, delta, sierra, @gmail.com.

Speaker speaker_2: So Sheryll, can you spell the last part one more time?

Speaker speaker_1: Um, sheryllgads, is like goat, alpha, delta, sierra, @gmail.com.

Speaker speaker_2: All right, I got that declined for you, Ms. Gilmore. Was there anything else I can help you with today?

Speaker speaker_1: No, just all that I want to decline the auto insurance thing.

Speaker speaker_2: I got it declined for you. If there's nothing else, Ms. Gilmore, thanks for calling Benefits in a Cart. I hope you have a great rest of your week.

Speaker speaker_1: Okay, thank you. You too. Bye.

Speaker speaker_2: Bye.