

Transcript: Malcolm

Nash-6165798735101952-5798972926771200

Full Transcript

This is Malcolm, how can I help you? Hi. I work with Surge and I had called weeks before to tell y'all that I didn't want the Medicare, and it's showing up that it took \$3 out of my check. What's the last four of your social? 6937. First name? Jade Hang. I mean, Jade. Good. For purposes of ... verify your address and date of birth for me. 7822 Green River, Houston, Texas 77028. Date of birth? 14/10/2001. So we... if it's not BIC I wouldn't be able to do anything for you. Medicaid is something you would have to speak with Surge about. Okay. Thank you. No problem.

Conversation Format

Speaker speaker_0: This is Malcolm, how can I help you?

Speaker speaker_1: Hi. I work with Surge and I had called weeks before to tell y'all that I didn't want the Medicare, and it's showing up that it took \$3 out of my check.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 6937.

Speaker speaker_0: First name?

Speaker speaker_1: Jade Hang. I mean, Jade.

Speaker speaker_0: Good. For purposes of ... verify your address and date of birth for me.

Speaker speaker_1: 7822 Green River, Houston, Texas 77028.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 14/10/2001.

Speaker speaker_0: So we... if it's not BIC I wouldn't be able to do anything for you. Medicaid is something you would have to speak with Surge about.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem.