

Transcript: Malcolm

Nash-6229091354886144-4688489354051584

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Um, I got a message from surge about two weeks ago, and I was calling to say that I didn't want the, um, benefit for the medical thing. Oh, so you wanna decline the coverage? Yes, sir. Okay. What's the last four of your social? 7197, sir. You said 7197? Yes, sir. My full name is Daryl LeBron Daniels. All right. For security purposes, can you verify your address and date of birth for me? 154 South Lexington Spr- South Spring Hill Road. My birthday is 2-24-1984, sir. And what was the date of birth one more time? 02-24-1984, sir. Thank you. We got your phone number as 689-238-0401. Yes, sir. Gonna get email at danielsfamily82020 at email- No, it's daryldaniels198440@gmail.com. 198440- Yeah. 19... It, it's daryldaniels198440@gmail.com. So daryl, daryldaniels198440@gmail.com. Yes, sir. All right. I got that decline for you, Mr. Daniels. Was there anything else I can help you with today? No, sir. Thank you so much, sir. Yep. No, I don't want you to have problems getting off your benefits. All right. Have a nice day. Hope you do as well. Thank you. Yes, sir. Thank you, sir.

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 Car. This is Malcolm. How can I help you?

Speaker speaker_2: Um, I got a message from surge about two weeks ago, and I was calling to say that I didn't want the, um, benefit for the medical thing.

Speaker speaker_1: Oh, so you wanna decline the coverage?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. What's the last four of your social?

Speaker speaker_2: 7197, sir.

Speaker speaker_1: You said 7197?

Speaker speaker_2: Yes, sir. My full name is Daryl LeBron Daniels.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 154 South Lexington Spr- South Spring Hill Road. My birthday is 2-24-1984, sir.

Speaker speaker_1: And what was the date of birth one more time?

Speaker speaker_2: 02-24-1984, sir.

Speaker speaker_1: Thank you. We got your phone number as 689-238-0401.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Gonna get email at danielsfamily82020 at email-

Speaker speaker_2: No, it's daryldaniels198440@gmail.com.

Speaker speaker_1: 198440-

Speaker speaker_2: Yeah. 19... It, it's daryldaniels198440@gmail.com.

Speaker speaker_1: So daryl, daryldaniels198440@gmail.com.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. I got that decline for you, Mr. Daniels. Was there anything else I can help you with today?

Speaker speaker_2: No, sir. Thank you so much, sir.

Speaker speaker_1: Yep. No, I don't want you to have problems getting off your benefits. All right.

Speaker speaker_2: Have a nice day.

Speaker speaker_1: Hope you do as well. Thank you.

Speaker speaker_2: Yes, sir. Thank you, sir.