

Transcript: Malcolm

Nash-6252419735830528-6551299698409472

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi. I was calling just to, um, remove my, um, insurance just because when I had applied for my job, they- she accidentally pressed that yes, she want, um, well, I wanted the insurance. What staffing company do you work for? Search Staffing. What's the last four of your Social? Five, three, five, five. First name? Anayeli. Last name? Trigueros. T-R-I-G-U-E-R-O-S. All right. For security purposes can you verify your address and date of birth for me? Um, my address is 717 West Kemper Road, Cincinnati, Ohio 45246 and my date of birth is August 23rd, 2006. Okay. Let's see, we got your phone number at 513-512-7437? Correct. And the email is first name last name at gmail.com? Yes. Thank you. All right. I got that declined for you, Ms., Ms. Simon. Was there anything else I can help you with today? No, that would be it. Well, thanks for calling Benefits in a Card. I hope you have a great rest of your week. Uh-huh, you too. Thank you. No problem. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi. I was calling just to, um, remove my, um, insurance just because when I had applied for my job, they- she accidentally pressed that yes, she want, um, well, I wanted the insurance.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Search Staffing.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: Five, three, five, five.

Speaker speaker_1: First name?

Speaker speaker_2: Anayeli.

Speaker speaker_1: Last name?

Speaker speaker_2: Trigueros. T-R-I-G-U-E-R-O-S.

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

Speaker speaker_2: Um, my address is 717 West Kemper Road, Cincinnati, Ohio 45246 and my date of birth is August 23rd, 2006.

Speaker speaker_1: Okay. Let's see, we got your phone number at 513-512-7437?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email is first name last name at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. All right. I got that declined for you, Ms., Ms. Simon. Was there anything else I can help you with today?

Speaker speaker_2: No, that would be it.

Speaker speaker_1: Well, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: Uh-huh, you too. Thank you.

Speaker speaker_1: No problem. Bye.