

Transcript: Malcolm

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Full Transcript

Your call may be recorded for quality assurance purposes. Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Hi. Um, I just wanna decline your guys' benefits. All right. Which special company do you work for? Serge. Okay. What's the last four of your social? Seven, zero, one, two. First name? Ciera. How do you spell that? C-I-E-R-A. You a brand-new hire? Yeah. You said seven, zero, one, two is your last four? Yeah. I see. I'm gonna have to add you to the system. Doesn't look like you're showing up. Oh. Okay. All right. Um, what's your full social? 300-94-7012. You said 300-94-7012? Yeah. Now, how did you spell your first name again? C-I-E-R-A. Last name? Graft. G as in George, R as in Rex, A as in Apple, F as in Frank. Can I have the address? 1696 Teepee Lane, Lancaster, Ohio, 43130. How do you spell that? T as in Tom, I as in Igloo, then K, and then Aye, and then Lane. And the city? Uh, Lancaster. L-A-N-C-A-S-T-E-R. You said L-A-N-C-A-S- L-A-S-C-A-S-T-E-R. What was your... You, you said Ohio? What was the state, ma'am? Yeah. It's Ohio. And the zip code? 43130. And date of birth? 7/24/92. Email? It's my first and last name and then number seven at gmail.com. And phone number. 740-243-1245. You said 740-243-1245? Yep. Can you... All right. I got that declined for you, Ms. Graft. Was there anything else I can help you with today? Nope. That's it, sweetheart. Well, if there's nothing else, thanks for calling Benefits in a Car. I hope you have a great weekend. All right. You too, honey. Bye. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. Um, I just wanna decline your guys' benefits.

Speaker speaker_1: All right. Which special company do you work for?

Speaker speaker_2: Serge.

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

Speaker speaker_2: Seven, zero, one, two.

Speaker speaker_1: First name?

Speaker speaker_2: Ciera.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: C-I-E-R-A.

Speaker speaker_1: You a brand-new hire?

Speaker speaker_2: Yeah.

Speaker speaker_1: You said seven, zero, one, two is your last four?

Speaker speaker_2: Yeah.

Speaker speaker_1: I see. I'm gonna have to add you to the system. Doesn't look like you're showing up.

Speaker speaker_2: Oh. Okay.

Speaker speaker_1: All right. Um, what's your full social?

Speaker speaker_2: 300-94-7012.

Speaker speaker_1: You said 300-94-7012?

Speaker speaker_2: Yeah.

Speaker speaker_1: Now, how did you spell your first name again?

Speaker speaker_2: C-I-E-R-A.

Speaker speaker_1: Last name?

Speaker speaker_2: Graft. G as in George, R as in Rex, A as in Apple, F as in Frank.

Speaker speaker_1: Can I have the address?

Speaker speaker_2: 1696 Teepee Lane, Lancaster, Ohio, 43130.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: T as in Tom, L as in Igloo, then K, and then Aye, and then Lane.

Speaker speaker_1: And the city?

Speaker speaker_2: Uh, Lancaster. L-A-N-C-A-S-T-E-R.

Speaker speaker_1: You said L-A-N-C-A-S-

Speaker speaker_2: L-A-S-C-A-S-T-E-R.

Speaker speaker_1: What was your... You, you said Ohio? What was the state, ma'am?

Speaker speaker_2: Yeah. It's Ohio.

Speaker speaker_1: And the zip code?

Speaker speaker_2: 43130.

Speaker speaker_1: And date of birth?

Speaker speaker_2: 7/24/92.

Speaker speaker_1: Email?

Speaker speaker_2: It's my first and last name and then number seven at gmail.com.

Speaker speaker_1: And phone number.

Speaker speaker_2: 740-243-1245.

Speaker speaker_1: You said 740-243-1245?

Speaker speaker_2: Yep.

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

Speaker speaker_2: Nope. That's it, sweetheart.

Speaker speaker_1: Well, if there's nothing else, thanks for calling Benefits in a Car. I hope you have a great weekend.

Speaker speaker_2: All right. You too, honey. Bye.

Speaker speaker_1: Thank you.