

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits InterCard. This is Malcolm. How can I help you? Yes, uh, my name is Javon Brown. I was calling to ask a question about w- what has been deducted out of my check. I just need to know this: am I included in what's being deducted out of my check, or is it just my kids? What's your first name? Javon Brown. And what staffing company do you work for? Suge Staffing. You said Terror Staffing? Suge. S-U-G-E. S-U-R-G-E. All right. What's the last four of your Social? 2660. 2660? Yes, sir. And how do you spell your first name? J-A-V-O-N. J-A-V-O-N? Yes. For security purposes, can you verify your address and date of birth for me? 483 Pea Ridge Road, Manchester, Tennessee 092384. Good. So yeah, that'd be for you and your children. So, what if I don't want it? I ain't got no other choice but to take it only for me? You wouldn't be able to... But I already have it. You wouldn't be able to just have it up for your chi- your children because you're their employee. So but that's 65, that's going to be the only thing that come out of there just like it was last week? Yes, sir. It won't change? So I, so I should expect the same amount of money that I get off my check for 40 hours this week too? No, sir. The 65, 59 never changes. Okay. All right, thank you so much. No problem, Mr. Brown. Was there anything else I could help you with today? No, sir. You've been a great help. No problem. Thanks for calling Benefits InterCard. Hope you have a great rest of your week. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits InterCard. This is Malcolm. How can I help you?

Speaker speaker\_1: Yes, uh, my name is Javon Brown. I was calling to ask a question about w- what has been deducted out of my check. I just need to know this: am I included in what's being deducted out of my check, or is it just my kids?

Speaker speaker\_0: What's your first name?

Speaker speaker\_1: Javon Brown.

Speaker speaker\_0: And what staffing company do you work for?

Speaker speaker\_1: Suge Staffing.

Speaker speaker\_0: You said Terror Staffing?

Speaker speaker\_1: Suge. S-U-G-E. S-U-R-G-E.

Speaker speaker\_0: All right. What's the last four of your Social?

Speaker speaker\_1: 2660.

Speaker speaker\_0: 2660?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And how do you spell your first name?

Speaker speaker\_1: J-A-V-O-N.

Speaker speaker\_0: J-A-V-O-N?

Speaker speaker\_1: Yes.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 483 Pea Ridge Road, Manchester, Tennessee 092384.

Speaker speaker\_0: Good. So yeah, that'd be for you and your children.

Speaker speaker\_1: So, what if I don't want it? I ain't got no other choice but to take it only for me?

Speaker speaker\_0: You wouldn't be able to...

Speaker speaker\_1: But I already have it.

Speaker speaker\_0: You wouldn't be able to just have it up for your chi- your children because you're their employee.

Speaker speaker\_1: So but that's 65, that's going to be the only thing that come out of there just like it was last week?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: It won't change? So I, so I should expect the same amount of money that I get off my check for 40 hours this week too?

Speaker speaker\_0: No, sir. The 65, 59 never changes.

Speaker speaker\_1: Okay. All right, thank you so much.

Speaker speaker\_0: No problem, Mr. Brown. Was there anything else I could help you with today?

Speaker speaker\_1: No, sir. You've been a great help.

Speaker speaker\_0: No problem. Thanks for calling Benefits Intercard. Hope you have a great rest of your week.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.