

## **Transcript: Malcolm**

**Nash-6422962243059712-6308553172664320**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Malcolm, how can I help you? Hi. I received a text message from my job . I can barely hear you ma'am. I'm going to need you to speak up, please. Okay. Is that better? Yes. Yes, ma'am. Um, I received a text message from my job that I'm supposed...

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker\_2: Hi. I received a text message from my job .

Speaker speaker\_1: I can barely hear you ma'am. I'm going to need you to speak up, please.

Speaker speaker\_2: Okay. Is that better?

Speaker speaker\_1: Yes. Yes, ma'am.

Speaker speaker\_2: Um, I received a text message from my job that I'm supposed...