

## Transcript: Malcolm

**Nash-6432244729298944-6527729284595712**

### Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Yeah, hi. I was, uh, told by my employer or whatever, I need to call you guys and see about, uh, unenrolling me, uh, from the benefits I guess, or something. What's half the company? Uh, Surge Staffing. Last four of your social? 9003. First name? Devin. You say Devin? Yeah. Last name? McCallister. All right, for security purposes, can you verify your address and date of birth for me? Uh, 7, uh, 704, or 70... I think it's 704. No, 405, I'm sorry, 405 Hamilton, uh, Road, Wall Park, Ohio, 45895. Uh, and you said my phone number? Date of birth? Oh, August 1st, 1991. '95 uh... Yeah. 35- And you said my phone number too? Sorry. No, sir. I got 35 for you, Mr. Devin. Was there anything else I can help you with today? Uh, nope, that's it. Okay, if there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week. You too. All right, bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker\_1: Yeah, hi. I was, uh, told by my employer or whatever, I need to call you guys and see about, uh, unenrolling me, uh, from the benefits I guess, or something.

Speaker speaker\_0: What's half the company?

Speaker speaker\_1: Uh, Surge Staffing.

Speaker speaker\_0: Last four of your social?

Speaker speaker\_1: 9003.

Speaker speaker\_0: First name?

Speaker speaker\_1: Devin.

Speaker speaker\_0: You say Devin?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Last name?

Speaker speaker\_1: McCallister.

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

Speaker speaker\_1: Uh, 7, uh, 704, or 70... I think it's 704. No, 405, I'm sorry, 405 Hamilton, uh, Road, Wall Park, Ohio, 45895. Uh, and you said my phone number?

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: Oh, August 1st, 1991. '95 uh...

Speaker speaker\_0: Yeah. 35-

Speaker speaker\_1: And you said my phone number too? Sorry.

Speaker speaker\_0: No, sir. I got 35 for you, Mr. Devin. Was there anything else I can help you with today?

Speaker speaker\_1: Uh, nope, that's it.

Speaker speaker\_0: Okay, if there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker\_1: You too. All right, bye-bye.

Speaker speaker\_0: Bye.