

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yes, sir. Hello. This is Jason Azbell and, um, I recently just got a job through Surge at DK Manufacturing. Mm-hmm. Well, you want me to decline the auto enrollment? Yes, please. All right. What's the last four of your social? Four, six, one, nine. First name? Jason. How do you spell that? J-A-S-O-N. Okay. You're going to brand new hire? Yes, sir. So I'ma have to add you in this ... I mean, what's your full social? Two, nine, zero, eight, four, four, six, one, nine. Okay. Last name? Azbell. How do you spell that? A-Z-B-E-L-L. Hmm. You said A-Z-E-E-L-L? A-Z, B and boy, E-L-L. Azbell. All right. And your address? Um, 110... Oh, yeah. 110 South Maple. South Main Street? Maple. Like Maple Street. M-A-P-L-E. City? Lancaster, Ohio. Is that L-A-N-C-A-S-T-E-R? Yes, sir. You said Ohio? Yes, sir. Zip code? Four, three, one, three, zero. One, three, zero. Date of birth? January 19th, 1983. Email? Uh, I'm trying to think of it. Dang, you asked me too quick. I'm still half asleep. You don't have to have... Uh- You don't have to provide one if we just decline it. Your phone number? Yeah, phone number is two, two, zero, two, one, six, one, three, five, three. And did you want to add your email? No, we don't have to. You said it's two, two, zero, two, one, six, one, three, five, three? Yeah. Or does it send a confirmation saying I opt out or something? No, sir. It doesn't. All right. Let's see. All right. I got that decline for you, Mr. Azbell. Was there anything else I can help you with today? No, sir. So nothing will be getting withdrawn out of my checks, right? No, sir. All righty. Thank you. No problem. Thanks for calling Benefits in a... You have a great rest of your week, man. Yep. You too, man. Have a good night. You too. Thank you. Mm-bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, sir. Hello. This is Jason Azbell and, um, I recently just got a job through Surge at DK Manufacturing.

Speaker speaker_0: Mm-hmm. Well, you want me to decline the auto enrollment?

Speaker speaker_1: Yes, please.

Speaker speaker_0: All right. What's the last four of your social?

Speaker speaker_1: Four, six, one, nine.

Speaker speaker_0: First name?

Speaker speaker_1: Jason.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: J-A-S-O-N.

Speaker speaker_0: Okay. You're going to brand new hire?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: So I'ma have to add you in this ... I mean, what's your full social?

Speaker speaker_1: Two, nine, zero, eight, four, four, six, one, nine.

Speaker speaker_0: Okay. Last name?

Speaker speaker_1: Azbell.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: A-Z-B-E-L-L. Hmm.

Speaker speaker_0: You said A-Z-E-E-L-L?

Speaker speaker_1: A-Z, B and boy, E-L-L. Azbell.

Speaker speaker_0: All right. And your address?

Speaker speaker_1: Um, 110... Oh, yeah. 110 South Maple.

Speaker speaker_0: South Main Street?

Speaker speaker_1: Maple. Like Maple Street. M-A-P-L-E.

Speaker speaker_0: City?

Speaker speaker_1: Lancaster, Ohio.

Speaker speaker_0: Is that L-A-N-C-A-S-T-E-R?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: You said Ohio?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Zip code?

Speaker speaker_1: Four, three, one, three, zero.

Speaker speaker_0: One, three, zero. Date of birth?

Speaker speaker_1: January 19th, 1983.

Speaker speaker_0: Email?

Speaker speaker_1: Uh, I'm trying to think of it. Dang, you asked me too quick. I'm still half asleep.

Speaker speaker_0: You don't have to have...

Speaker speaker_1: Uh-

Speaker speaker_0: You don't have to provide one if we just decline it. Your phone number?

Speaker speaker_1: Yeah, phone number is two, two, zero, two, one, six, one, three, five, three.

Speaker speaker_0: And did you want to add your email?

Speaker speaker_1: No, we don't have to.

Speaker speaker_0: You said it's two, two, zero, two, one, six, one, three, five, three?

Speaker speaker_1: Yeah. Or does it send a confirmation saying I opt out or something?

Speaker speaker_0: No, sir. It doesn't.

Speaker speaker_1: All right.

Speaker speaker_0: Let's see. All right. I got that decline for you, Mr. Azbell. Was there anything else I can help you with today?

Speaker speaker_1: No, sir. So nothing will be getting withdrawn out of my checks, right?

Speaker speaker_0: No, sir.

Speaker speaker_1: All righty. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in a... You have a great rest of your week, man.

Speaker speaker_1: Yep. You too, man. Have a good night.

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: Mm-bye.

Speaker speaker_0: Bye.