

Transcript: Malcolm

Nash-6571032953143296-6505212914876416

Full Transcript

Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Yeah, thank you for calling to, um, to record the benefits, because I just started working. Yeah. I'll pick them up later. You saying you want to decline the benefits? Yeah. Right now, yeah. What are the- What company do you work for? Excuse me? What staffing company do you work for? SERS. The last four of your social? 4688. First name? Summer. You say Palmer? Summer. Summer. Summer? How do you spell that? S-U-M-M-E-R, Summer. Are you a brand new hire? Yes, sir. All right, so I'm going to have to add you in the system. Excuse me? I'm going to have to add you into the system because you're not showing up in the system. What's your full social? 238454688. You said 238454688? Yes, sir. All right, and your last name? Lowry, L-O-W-R-Y. You say L-O-W-R-Y? Yes, sir. Yeah. All right, what's the address for you? Oh, lordy. Kim, what's our address, baby? My house? Thank you. I'm sorry. The mailing address or the physical address? Uh, whichever you want to be on file. Uh, 1033... 1033... Spring... ... Spring- ... Garden... ... Garden Drive. ... Garden Drive. Morrisville- Spring Garden. That's different. Two separate words? Spring, Spring Garden Drive. Is that a home or an apartment? It's an apartment. What's the apartment number? 9-22 is the apartment number. No, what's the apartment number? 9-22 is the apartment number. What? 2322 is the apartment number. It don't come here. You said Apartment 232? Apartment 10... 33 is the apartment number. Is the apartment number. 1033 is the apartment number. And it's in Morrisville, North Carolina. How do you spell that? M-O-R-R-I-S-V-I-L-L-E. Morrisville, North Carolina. And the zip code? 27560. 27560. Date of birth? 6/10/78. You said 6/10/68? 78. 78. 6/10/78. Do you have email? I don't have an email. Phone number? 910-301-3186. Yeah. All right. I got that declined for you, Miss Lowry. Was there anything else I could help you with today? No, sir. You have a good day. Thank you. You too. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Yeah, thank you for calling to, um, to record the benefits, because I just started working.

Speaker speaker_0: Yeah.

Speaker speaker_1: I'll pick them up later.

Speaker speaker_0: You saying you want to decline the benefits?

Speaker speaker_1: Yeah. Right now, yeah. What are the-

Speaker speaker_0: What company do you work for?

Speaker speaker_1: Excuse me?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: SERS.

Speaker speaker_0: The last four of your social?

Speaker speaker_1: 4688.

Speaker speaker_0: First name?

Speaker speaker_1: Summer.

Speaker speaker_0: You say Palmer?

Speaker speaker_1: Summer. Summer.

Speaker speaker_0: Summer? How do you spell that?

Speaker speaker_1: S-U-M-M-E-R, Summer.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right, so I'm going to have to add you in the system.

Speaker speaker_1: Excuse me?

Speaker speaker_0: I'm going to have to add you into the system because you're not showing up in the system. What's your full social?

Speaker speaker_1: 238454688.

Speaker speaker_0: You said 238454688?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right, and your last name?

Speaker speaker_1: Lowry, L-O-W-R-Y.

Speaker speaker_0: You say L-O-W-R-Y?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Yeah. All right, what's the address for you?

Speaker speaker_1: Oh, lordy. Kim, what's our address, baby?

Speaker speaker_2: My house? Thank you. I'm sorry.

Speaker speaker_1: The mailing address or the physical address?

Speaker speaker_0: Uh, whichever you want to be on file.

Speaker speaker_2: Uh, 1033...

Speaker speaker_1: 1033...

Speaker speaker_2: Spring...

Speaker speaker_1: ... Spring-

Speaker speaker_2: ... Garden...

Speaker speaker_1: ... Garden Drive.

Speaker speaker_2: ... Garden Drive.

Speaker speaker_1: Morrisville-

Speaker speaker_0: Spring Garden.

Speaker speaker_2: That's different.

Speaker speaker_0: Two separate words?

Speaker speaker_1: Spring, Spring Garden Drive.

Speaker speaker_0: Is that a home or an apartment?

Speaker speaker_1: It's an apartment.

Speaker speaker_0: What's the apartment number?

Speaker speaker_2: 9-22 is the apartment number.

Speaker speaker_1: No, what's the apartment number?

Speaker speaker_2: 9-22 is the apartment number.

Speaker speaker_1: What? 2322 is the apartment number. It don't come here.

Speaker speaker_0: You said Apartment 232?

Speaker speaker_2: Apartment 10... 33 is the apartment number.

Speaker speaker_1: Is the apartment number. 1033 is the apartment number. And it's in Morrisville, North Carolina.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: M-O-R-R-I-S-V-I-L-L-E. Morrisville, North Carolina.

Speaker speaker_0: And the zip code?

Speaker speaker_2: 27560.

Speaker speaker_1: 27560.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 6/10/78.

Speaker speaker_0: You said 6/10/68?

Speaker speaker_1: 78. 78. 6/10/78.

Speaker speaker_0: Do you have email?

Speaker speaker_1: I don't have an email.

Speaker speaker_0: Phone number?

Speaker speaker_1: 910-301-3186.

Speaker speaker_0: Yeah. All right. I got that declined for you, Miss Lowry. Was there anything else I could help you with today?

Speaker speaker_1: No, sir. You have a good day. Thank you.

Speaker speaker_0: You too. Thank you. Bye.