

Transcript: Malcolm

Nash-6571908130062336-6517171808550912

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Yeah, so I'm calling... I just started with Surge Temporary Service and I'm calling to opt out of the insurance. All right. What's the last four of your social? 7447. First name? Uh, Stevenson. Or it might be Adams. Last name? Hooker. For security purposes, can you verify your address and date of birth for me? 831 Highway 32 Extended, Houston, Mississippi 38851. And birthday is 10/13/1989. Yeah. Usual. All right. I got that declined for you, Mr. Hooker. Was there anything else I can help you with today? That's it. Thanks for calling Benefits in the Card. Hope you have a great weekend, man. All right. Thank you. No problem.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Yeah, so I'm calling... I just started with Surge Temporary Service and I'm calling to opt out of the insurance.

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

Speaker speaker_1: 7447.

Speaker speaker_0: First name?

Speaker speaker_1: Uh, Stevenson. Or it might be Adams.

Speaker speaker_0: Last name?

Speaker speaker_1: Hooker.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 831 Highway 32 Extended, Houston, Mississippi 38851. And birthday is 10/13/1989. Yeah. Usual.

Speaker speaker_0: All right. I got that declined for you, Mr. Hooker. Was there anything else I can help you with today?

Speaker speaker_1: That's it.

Speaker speaker_0: Thanks for calling Benefits in the Card. Hope you have a great weekend, man.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem.