

## **Transcript: Malcolm**

**Nash-6590114675867648-4514439861157888**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits on the Card. This is Malcolm. How can I help you? Yes, this is Tina Cornwell. I started with your company, and I don't need your benefits. What staffing company you work for? Surge. What's the last four of your social? 6482. First name? Tina. You say Tina? Yes. You're a brand new hire? Yes. All right, so I'm gonna have to add you in the system. What's your full social? 28372 6482. Okay, it's 28372 6482? Yes. Is Tina T-I-N-A? Yes. Okay. And your last name? Cornwell. C-O-R-N-W-E-L-L. Get the address for you. 9910 Township Road 56, Mount Perry, Ohio. How do you spell that? 43... Mount Perry. M-O-U-N-T P-E-R-R-Y. And, uh, the 9... You said 9910. What was the street name? Township Road 56. You said Township Road? Yes. And what was the last numbers? 5, 6... 56. You're breaking up every time you say it. Say it one more time, please. Oh. Township Road 56. Okay. Thank you. And the zip code? 43760. Date of birth? 1/11/64. Email? tinamarie9482@gmail.com. You said tinamarie9482@gmail.com? Yes. All right, and then your phone number. 740-407-0969. You... I got that declined for you, Miss Tina. Was there anything else I could help you with today? I do not want the benefits. I under-... I understand that, Miss Tina, and I got it. Okay. Was there anything else I could help you with today? All right. No, that's all. Thanks for calling Benefits on the Card. I hope you have a great rest of your week. You, too. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Thanks for calling Benefits on the Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Yes, this is Tina Cornwell. I started with your company, and I don't need your benefits.

Speaker speaker\_1: What staffing company you work for?

Speaker speaker\_2: Surge.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 6482.

Speaker speaker\_1: First name?

Speaker speaker\_2: Tina.

Speaker speaker\_1: You say Tina?

Speaker speaker\_2: Yes.

Speaker speaker\_1: You're a brand new hire?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, so I'm gonna have to add you in the system. What's your full social?

Speaker speaker\_2: 28372 6482.

Speaker speaker\_1: Okay, it's 28372 6482?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Is Tina T-I-N-A?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And your last name?

Speaker speaker\_2: Cornwell. C-O-R-N-W-E-L-L.

Speaker speaker\_1: Get the address for you.

Speaker speaker\_2: 9910 Township Road 56, Mount Perry, Ohio.

Speaker speaker\_1: How do you spell that?

Speaker speaker\_2: 43... Mount Perry. M-O-U-N-T P-E-R-R-Y.

Speaker speaker\_1: And, uh, the 9... You said 9910. What was the street name?

Speaker speaker\_2: Township Road 56.

Speaker speaker\_1: You said Township Road?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And what was the last numbers?

Speaker speaker\_2: 5, 6... 56.

Speaker speaker\_1: You're breaking up every time you say it. Say it one more time, please.

Speaker speaker\_2: Oh. Township Road 56.

Speaker speaker\_1: Okay. Thank you. And the zip code?

Speaker speaker\_2: 43760.

Speaker speaker\_1: Date of birth?

Speaker speaker\_2: 1/11/64.

Speaker speaker\_1: Email?

Speaker speaker\_2: tinamarie9482@gmail.com.

Speaker speaker\_1: You said tinamarie9482@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, and then your phone number.

Speaker speaker\_2: 740-407-0969.

Speaker speaker\_1: You... I got that declined for you, Miss Tina. Was there anything else I could help you with today?

Speaker speaker\_2: I do not want the benefits.

Speaker speaker\_1: I under-... I understand that, Miss Tina, and I got it.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Was there anything else I could help you with today?

Speaker speaker\_2: All right. No, that's all.

Speaker speaker\_1: Thanks for calling Benefits on the Card. I hope you have a great rest of your week.

Speaker speaker\_2: You, too.

Speaker speaker\_1: Thank you.