

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits by the Card. This is Malcolm. How can I help you? Hi, how are you? My name is ... I'm not gonna say that. Thanks for calling Benefits by the Card. Go ahead. This is... How can I help you? My name is LC Joiner. Yeah, well, I was just... I'm on my fifth trip. I can't really hear you, sir. Can you hear me now? Yes, sir. How can I help you? Um, my name LC Joiner. Um, I was, um, calling about the benefit card, um, 'cause I'm applying for a job and I think, um, that benefit, y'all just benefited through them. I was just trying to see about waiving it. All right. What staffing company are you working for? Uh, Surge Staffing. All right. What's the last four of your social? 7948. You said 7948? Mm-hmm. 7948. One moment. First name? A-O-C. Say that one more time? Letter A-O, letter C. Last name? Is it Joiner, J-O-I-N-E-R. For security purposes, can you verify your address and date of birth for me? 701 Mossy Oak Drive, Apartment 6C, New Albany, Mississippi 385, 38652, 11993. So, that's not the address that we have on file. It's going to be that 101 East Bankhead. I can't even remember what trailer I was saying. Uh- Can you verify with your full social? 587-7579, so wait. Give me one moment. Say it one more time for me. 587-7579, so wait. Thank you. So, we got a 1102 Bank Hedge, East Bank Hedge Street, New Albany, M- Mississippi 38652. Is that an old address? Yeah, that's the old address. All right. So, what's your new address? 701 Mossy Oak Drive, Apartment 6C. Say that again. MOSS Drive, MOSSHILL Drive. M-O-S-S-H-I-L-L Drive. And the apartment number? Apartment 6C. 6C? Yep. And the city state zip code? Uh, New Albany, Mississippi 38652. Thank you. So, we got your phone number, 662-419-5429. No. Gotta update that too. All right. What's your new number? 662-486-4434. Thank you, and that good email is lcjoiner12@gmail.com? 67@gmail.com. So, it's lcjoiner67@gmail.com? Mm-hmm. Correct. All right. I got that declined for you, Mr. Joiner. Was there anything else I can help you with today? Um, no. 10 o'clock. All right. Well, if there's nothing else, thanks for calling Benefits by the Card. I hope you have a great rest of your week. All right. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, how are you? My name is ...

Speaker speaker_2: I'm not gonna say that.

Speaker speaker_0: Thanks for calling Benefits by the Card.

Speaker speaker_1: Go ahead.

Speaker speaker_0: This is... How can I help you?

Speaker speaker_1: My name is LC Joiner. Yeah, well, I was just... I'm on my fifth trip.

Speaker speaker_0: I can't really hear you, sir.

Speaker speaker_1: Can you hear me now? Yes, sir. How can I help you? Um, my name LC Joiner. Um, I was, um, calling about the benefit card, um, 'cause I'm applying for a job and I think, um, that benefit, y'all just benefited through them. I was just trying to see about waiving it.

Speaker speaker_0: All right. What staffing company are you working for?

Speaker speaker_1: Uh, Surge Staffing.

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

Speaker speaker_1: 7948.

Speaker speaker_0: You said 7948?

Speaker speaker_1: Mm-hmm. 7948.

Speaker speaker_0: One moment. First name?

Speaker speaker_1: A-O-C.

Speaker speaker_0: Say that one more time?

Speaker speaker_1: Letter A-O, letter C.

Speaker speaker_0: Last name?

Speaker speaker_1: Is it Joiner, J-O-I-N-E-R.

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

Speaker speaker_1: 701 Mossy Oak Drive, Apartment 6C, New Albany, Mississippi 385, 38652, 11993.

Speaker speaker_0: So, that's not the address that we have on file.

Speaker speaker_1: It's going to be that 101 East Bankhead. I can't even remember what trailer I was saying. Uh-

Speaker speaker_0: Can you verify with your full social?

Speaker speaker_1: 587-7579, so wait.

Speaker speaker_0: Give me one moment. Say it one more time for me.

Speaker speaker_1: 587-7579, so wait.

Speaker speaker_0: Thank you. So, we got a 1102 Bank Hedge, East Bank Hedge Street, New Albany, M- Mississippi 38652. Is that an old address?

Speaker speaker_1: Yeah, that's the old address.

Speaker speaker_0: All right. So, what's your new address?

Speaker speaker_1: 701 Mossy Oak Drive, Apartment 6C.

Speaker speaker_0: Say that again.

Speaker speaker_1: MOSS Drive, MOSSHILL Drive.

Speaker speaker_0: M-O-S-S-H-I-L-L Drive. And the apartment number?

Speaker speaker_1: Apartment 6C.

Speaker speaker_0: 6C?

Speaker speaker_1: Yep.

Speaker speaker_0: And the city state zip code?

Speaker speaker_1: Uh, New Albany, Mississippi 38652.

Speaker speaker_0: Thank you. So, we got your phone number, 662-419-5429.

Speaker speaker_1: No. Gotta update that too.

Speaker speaker_0: All right. What's your new number?

Speaker speaker_1: 662-486-4434.

Speaker speaker_0: Thank you, and that good email is lcjoiner12@gmail.com?

Speaker speaker_1: 67@gmail.com.

Speaker speaker_0: So, it's lcjoiner67@gmail.com?

Speaker speaker_1: Mm-hmm. Correct.

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

Speaker speaker_1: Um, no. 10 o'clock.

Speaker speaker_0: All right. Well, if there's nothing else, thanks for calling Benefits by the Card. I hope you have a great rest of your week.

Speaker speaker_1: All right. You too.

Speaker speaker_0: Thank you.