

## **Transcript: Malcolm**

**Nash-6691173347311616-4619231630934016**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Cart. This is Malcolm. How can I help you? Yes, I've missed a call from this number and I was just calling back. I want to see what it was about. Which staffing company do you work for, sir? Uh, American Staffing. Say that again? American Staffing. American Staff Corp? Yeah. What's the last four of your social? 6204. First name? Darryl. And for security purposes, can you verify your address and date of birth for me? Uh, September 5th, 1961. 413 Westbury Road, Apartment 165. Oklahoma City, Oklahoma 73111. Do you... So you say you received a... You meant the phone call from us? Yes. How recently? It was sometime ri- about 15 minutes ago. So this, that, um, that's not s- When, when I picked it up, it sounded like it was a recording, but I'm at work so I couldn't really hear. Okay. So I would need to know what that voicemail said, 'cause then it's not showing anybody from made a call to you recently. Well, I mean, it came up as On Track Insurance. Um, I'll, I'll see... I'll check and see if they left a voicemail. Okay. So I'll call back when I find out. Okay. Well, was there anything else I can help you with- Thank you. ... since you missed this call? Nope. That was it. Thanks for calling Benefits in a Cart. I hope you have a great rest of your day. 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 in a Cart. This is Malcolm. How can I help you?

Speaker speaker\_2: Yes, I've missed a call from this number and I was just calling back. I want to see what it was about.

Speaker speaker\_1: Which staffing company do you work for, sir?

Speaker speaker\_2: Uh, American Staffing.

Speaker speaker\_1: Say that again?

Speaker speaker\_2: American Staffing.

Speaker speaker\_1: American Staff Corp?

Speaker speaker\_2: Yeah.

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

Speaker speaker\_2: 6204.

Speaker speaker\_1: First name?

Speaker speaker\_2: Darryl.

Speaker speaker\_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Uh, September 5th, 1961. 413 Westbury Road, Apartment 165. Oklahoma City, Oklahoma 73111.

Speaker speaker\_1: Do you... So you say you received a... You meant the phone call from us?

Speaker speaker\_2: Yes.

Speaker speaker\_1: How recently?

Speaker speaker\_2: It was sometime ri- about 15 minutes ago.

Speaker speaker\_1: So this, that, um, that's not s-

Speaker speaker\_2: When, when I picked it up, it sounded like it was a recording, but I'm at work so I couldn't really hear.

Speaker speaker\_1: Okay. So I would need to know what that voicemail said, 'cause then it's not showing anybody from made a call to you recently.

Speaker speaker\_2: Well, I mean, it came up as On Track Insurance. Um, I'll, I'll see... I'll check and see if they left a voicemail. Okay. So I'll call back when I find out.

Speaker speaker\_1: Okay. Well, was there anything else I can help you with-

Speaker speaker\_2: Thank you.

Speaker speaker\_1: ... since you missed this call?

Speaker speaker\_2: Nope. That was it.

Speaker speaker\_1: Thanks for calling Benefits in a Cart. I hope you have a great rest of your day.

Speaker speaker\_2: Thank you.