

Transcript: Malcolm

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Full Transcript

... thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Uh, good morning. Uh, this is Eric Wallace. I was calling to, uh... I didn't know, they said I had to call about What staffing company? SERS. All right. What's the last four of your social? 1673. First name? Eric. Last name? Wallace. Are you saying Walla- are you saying Wallace or White? Wallace, W-A-L-L-A-C-E. Are you a brand new hire? Uh, yeah, like maybe a week ago or so. All right. So I'm gonna have to add you into the system. Mm-hmm. What's your full social? Hello? Yeah, yeah, go ahead. I'm sorry, I need... I'm gonna have to add you in the system. What's your full social? Uh, 28076 1673. You said 28076 oh six seven three? 1673. 1673? Yeah. How do you spell your first name? E-R-I-C. And would you say a last name Wallace, W-A-L-L-A-C-E? Yes. Address? Uh, I got it at, uh... It's 197, uh, Mansfield Avenue. Okay. You said 197... Mansfield Avenue. How do you, how do you spell that? M-A-N-S... Field, F-I-E-L-D, Mansfield. Hmm. So 197 Mansfield... Avenue. Is that a home or an apartment? That's home. Name the city, state, ZIP code. Mount Vernon 430- ZIP code. Uh, it's Mount like M-T period. Vernon is V-E-R-N-O-N. Are you saying Vernon or Vernon? Like Vernon the soda. Money, money, Mount Vernon. Is it V as in Victor or B as in... V as in Victor, like money, money, Mount Vernon. Okay. Name the state. Uh, Ohio. ZIP code? 43050. Date of birth? What is it? Your date of birth. Uh, 1179. You said 4179? 1179. January 1st. Email. Email? Uh, ericjwall3. Is that Gmail, Yahoo, iCloud? You there, sir? Yeah, I'm here. Is that Gmail, Yahoo, iCloud? No, it's Gmail. Oh, you know what? Eric J Wall 3, number three. So E-R-I-C-J W-A-L-L 3@gmail.com. You said three? Yeah, the number three. And your phone number? 380-239-1036. You said 380-239-1036? Yes. All right. All right, I got that decline for you, Mr. Wallace. Was there anything else I can help you with today? No, that's good. Appreciate it. I'm going to place the call in Benefits in the Card. Hope you have a great rest of your week. You too, man. Take care. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Uh, good morning. Uh, this is Eric Wallace. I was calling to, uh... I didn't know, they said I had to call about

Speaker speaker_2: What staffing company?

Speaker speaker_1: SERS.

Speaker speaker_2: All right. What's the last four of your social?

Speaker speaker_1: 1673.

Speaker speaker_2: First name?

Speaker speaker_1: Eric.

Speaker speaker_2: Last name?

Speaker speaker_1: Wallace.

Speaker speaker_2: Are you saying Walla- are you saying Wallace or White?

Speaker speaker_1: Wallace, W-A-L-L-A-C-E.

Speaker speaker_2: Are you a brand new hire?

Speaker speaker_1: Uh, yeah, like maybe a week ago or so.

Speaker speaker_2: All right. So I'm gonna have to add you into the system.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: What's your full social? Hello?

Speaker speaker_1: Yeah, yeah, go ahead.

Speaker speaker_2: I'm sorry, I need... I'm gonna have to add you in the system. What's your full social?

Speaker speaker_1: Uh, 28076 1673.

Speaker speaker_2: You said 28076 oh six seven three?

Speaker speaker_1: 1673.

Speaker speaker_2: 1673?

Speaker speaker_1: Yeah.

Speaker speaker_2: How do you spell your first name?

Speaker speaker_1: E-R-I-C.

Speaker speaker_2: And would you say a last name Wallace, W-A-L-L-A-C-E?

Speaker speaker_1: Yes.

Speaker speaker_2: Address?

Speaker speaker_1: Uh, I got it at, uh... It's 197, uh, Mansfield Avenue.

Speaker speaker_2: Okay. You said 197...

Speaker speaker_1: Mansfield Avenue.

Speaker speaker_2: How do you, how do you spell that?

Speaker speaker_1: M-A-N-S... Field, F-I-E-L-D, Mansfield.

Speaker speaker_2: Hmm. So 197 Mansfield...

Speaker speaker_1: Avenue.

Speaker speaker_2: Is that a home or an apartment?

Speaker speaker_1: That's home.

Speaker speaker_2: Name the city, state, ZIP code.

Speaker speaker_1: Mount Vernon 430-

Speaker speaker_2: ZIP code.

Speaker speaker_1: Uh, it's Mount like M-T period. Vernon is V-E-R-N-O-N.

Speaker speaker_2: Are you saying Vernon or Vernon?

Speaker speaker_1: Like Vernon the soda. Money, money, Mount Vernon.

Speaker speaker_2: Is it V as in Victor or B as in...

Speaker speaker_1: V as in Victor, like money, money, Mount Vernon.

Speaker speaker_2: Okay. Name the state.

Speaker speaker_1: Uh, Ohio.

Speaker speaker_2: ZIP code?

Speaker speaker_1: 43050.

Speaker speaker_2: Date of birth?

Speaker speaker_1: What is it?

Speaker speaker_2: Your date of birth.

Speaker speaker_1: Uh, 1179.

Speaker speaker_2: You said 4179?

Speaker speaker_1: 1179. January 1st.

Speaker speaker_2: Email. Email?

Speaker speaker_1: Uh, ericjwall3.

Speaker speaker_2: Is that Gmail, Yahoo, iCloud? You there, sir?

Speaker speaker_1: Yeah, I'm here.

Speaker speaker_2: Is that Gmail, Yahoo, iCloud?

Speaker speaker_1: No, it's Gmail. Oh, you know what? Eric J Wall 3, number three. So E-R-I-C-J W-A-L-L 3@gmail.com.

Speaker speaker_2: You said three?

Speaker speaker_1: Yeah, the number three.

Speaker speaker_2: And your phone number?

Speaker speaker_1: 380-239-1036.

Speaker speaker_2: You said 380-239-1036?

Speaker speaker_1: Yes.

Speaker speaker_2: All right. All right, I got that decline for you, Mr. Wallace. Was there anything else I can help you with today?

Speaker speaker_1: No, that's good. Appreciate it.

Speaker speaker_2: I'm going to place the call in Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker_1: You too, man. Take care.

Speaker speaker_2: Thank you. Bye.