

## Transcript: Malcolm

**Nash-6731406316978176-5144851068534784**

### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, yes. Um, I'm calling, um, because I ended up, uh, getting a job with a staffing agency called Courage Staffing and, um, uh, this, this number contacted me about Benefits, uh, health insurance mall, and I was one of the decline coverage. Okay. What's your last four of your social? 1613. You said 16- 1613? Yeah, 1613. First name? Uh, Joseph. Last name? Burbank. B-U-R-B-A-N-K. For security purposes, can you verify your address and date of birth for me? It's, uh, 434 North Poplar Street. That's in the apartment C, uh, in Florence, Alabama. And my date of birth is February the 18th of '99. Yeah. Okay, I got that declined for you, Mr. Joseph. Is there anything else I can help you with today? Uh, no, that's, that's, uh, all I need. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great rest of your week, man. Thank you.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Uh, yes. Um, I'm calling, um, because I ended up, uh, getting a job with a staffing agency called Courage Staffing and, um, uh, this, this number contacted me about Benefits, uh, health insurance mall, and I was one of the decline coverage.

Speaker speaker\_0: Okay. What's your last four of your social?

Speaker speaker\_1: 1613.

Speaker speaker\_0: You said 16- 1613?

Speaker speaker\_1: Yeah, 1613.

Speaker speaker\_0: First name?

Speaker speaker\_1: Uh, Joseph.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Burbank. B-U-R-B-A-N-K.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: It's, uh, 434 North Poplar Street. That's in the apartment C, uh, in Florence, Alabama. And my date of birth is February the 18th of '99.

Speaker speaker\_0: Yeah. Okay, I got that declined for you, Mr. Joseph. Is there anything else I can help you with today?

Speaker speaker\_1: Uh, no, that's, that's, uh, all I need.

Speaker speaker\_0: If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great rest of your week, man.

Speaker speaker\_1: Thank you.