

## **Transcript: Malcolm**

**Nash-6752156334080000-4917924984963072**

### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, yeah. I was calling to, um... I wanted, I guess, to cancel my benefits before they started. All right. What staffing company do you work for? Uh, Surge. All right. What's the last four of your Social? 1686. First name? Porsche. You have Porsche? Yeah, Porsche. It's spelled just like the car. And then last name? Whitt, W-H-I-T-T. All right. For security purposes, can you verify your address and date of birth for me? Yes. 1925 Mohawk Drive, Lancaster, Ohio, 43130. My birthday is 2/20/91. Yeah. All right. I've got that declined for you, Ms. Whitt. Was there anything else I can help you with today? Uh, nope, that's it. All right. There's nothing else then for Calling Benefits in the Car. I hope you have a great rest of your day. You too. Bye-bye. Thank you. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Uh, yeah. I was calling to, um... I wanted, I guess, to cancel my benefits before they started.

Speaker speaker\_0: All right. What staffing company do you work for?

Speaker speaker\_1: Uh, Surge.

Speaker speaker\_0: All right. What's the last four of your Social?

Speaker speaker\_1: 1686.

Speaker speaker\_0: First name?

Speaker speaker\_1: Porsche.

Speaker speaker\_0: You have Porsche?

Speaker speaker\_1: Yeah, Porsche. It's spelled just like the car.

Speaker speaker\_0: And then last name?

Speaker speaker\_1: Whitt, W-H-I-T-T.

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

Speaker speaker\_1: Yes. 1925 Mohawk Drive, Lancaster, Ohio, 43130. My birthday is 2/20/91.

Speaker speaker\_0: Yeah. All right. I've got that declined for you, Ms. Whitt. Was there anything else I can help you with today?

Speaker speaker\_1: Uh, nope, that's it.

Speaker speaker\_0: All right. There's nothing else then for Calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Thank you. Bye.