

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits CenterCard. This is ... How can I help you? Hi, this is Carizia and I work from, and I work at Surge. Um, I would like to cancel the insurance. I, I won't need it. All right. What's the last four of your social? The last, uh, four digits of my social is nine- Mm-hmm. ... five, nine, one. You said nine, five, nine, one? Yeah. Yeah. First name? Carizia. Say that again, ma'am? Carizia. K. K as in king. R-I-Z as in zebra. I-A. Carizia. Just to verify your address and date of birth for me. Um, my address is 500 Arnold Avenue, Fremont, Illinois 60107. My birthday 06/29/1990. Thank you. All right. I got that declined for you, Ms. Mival. Was there anything else I can help you with today? Uh, nothing else. Just that one time, please, um, remove the insurance for me. Yeah. I got it, I got it declined for you. Okay. All right. Okay. Well, is there anything else I can he- Nothing else. N- None. There's none. Have a good one. Bye. Thank you. Yes. Yes. Thank you. Bye. Thank you. Bye. Uh, the ...

Conversation Format

Speaker speaker_0: Thanks for calling Benefits CenterCard. This is ... How can I help you?

Speaker speaker_1: Hi, this is Carizia and I work from, and I work at Surge. Um, I would like to cancel the insurance. I, I won't need it.

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

Speaker speaker_1: The last, uh, four digits of my social is nine-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... five, nine, one.

Speaker speaker_0: You said nine, five, nine, one?

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: First name?

Speaker speaker_1: Carizia.

Speaker speaker_0: Say that again, ma'am?

Speaker speaker_1: Carizia. K. K as in king. R-I-Z as in zebra. I-A. Carizia.

Speaker speaker_0: Just to verify your address and date of birth for me.

Speaker speaker_1: Um, my address is 500 Arnold Avenue, Fremont, Illinois 60107. My birthday 06/29/1990.

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

Speaker speaker_1: Uh, nothing else. Just that one time, please, um, remove the insurance for me.

Speaker speaker_0: Yeah. I got it, I got it declined for you.

Speaker speaker_1: Okay. All right. Okay.

Speaker speaker_0: Well, is there anything else I can he-

Speaker speaker_1: Nothing else. N- None. There's none. Have a good one. Bye. Thank you.

Speaker speaker_0: Yes. Yes. Thank you. Bye.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_2: Uh, the ...