

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hey, man, I just need to cancel my insurance with you guys. What staffing company do you work for? Uh, it's Cody Trent and American Staffing Corp. It's an American Staff Corp? Yeah, American Staff Corp, Staffing Corp. What's the last four of your social? 9687. First name? Cody. Last name? Trent. Okay, for security purposes, can you verify your address and date of birth for me? Uh, 10-18-95, and my address is 2330 East 470 Road, Pryor, Oklahoma 74361. Can you say it slow for me please? 2330 East 470 Pryor, Oklahoma 74361. And your date of birth? October 18th, 1995. Thank you. So we got a good phone number, 918-824-9779? Yep. And a good email is codytrent18 at gmail.com? Yep. Yeah. All right, I got that canceled for you, Mr. Trent. Please be advised the cancellation process does take one to two weeks, and it is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else. All right, thank you. No problem, Mr. Trent. Was there anything else I can help you with today? That'll be it. All right, thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. 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 the Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hey, man, I just need to cancel my insurance with you guys.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, it's Cody Trent and American Staffing Corp.

Speaker speaker_1: It's an American Staff Corp?

Speaker speaker_2: Yeah, American Staff Corp, Staffing Corp.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 9687.

Speaker speaker_1: First name?

Speaker speaker_2: Cody.

Speaker speaker_1: Last name?

Speaker speaker_2: Trent.

Speaker speaker_1: Okay, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, 10-18-95, and my address is 2330 East 470 Road, Pryor, Oklahoma 74361.

Speaker speaker_1: Can you say it slow for me please?

Speaker speaker_2: 2330 East 470 Pryor, Oklahoma 74361.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: October 18th, 1995.

Speaker speaker_1: Thank you. So we got a good phone number, 918-824-9779?

Speaker speaker_2: Yep.

Speaker speaker_1: And a good email is codytrent18 at gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Yeah. All right, I got that canceled for you, Mr. Trent. Please be advised the cancellation process does take one to two weeks, and it is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: No problem, Mr. Trent. Was there anything else I can help you with today?

Speaker speaker_2: That'll be it.

Speaker speaker_1: All right, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.