

## **Transcript: Malcolm**

**Nash-4829267702366208-6612880932519936**

### **Full Transcript**

What's the problem? I'm gonna... Your address is an outcome not gonna help you. Yeah, I need to cancel my insurance. What staffing company do you work for? Serge. So last four of your social. Five, two, one, nine. First name? James. You said James? James Michael Lopez. They may have me under as Mike, Michael. Hm. You said the last four is five, two, one, nine? Yeah. All right. So it doesn't look like me showing up in the system, I might have to add you. What's your full social? Uh, two, seven, three, eight, four, five, two, one, nine. All right. I'm sorry, what was your first name again? James. James Michael? Lopez. L-O-P-E-z. And the address? It's 1011 North Front Street. You said 1011 North... Front. So you're saying front? Yeah, front, like F-R-O-N-T. So 10 of North Front Street. And the city? Alger. A-L-G-E-R. State? Ohio. Zip code. 45812. Number? 111182. Email? Mr.Lopez.Mike@gmail.com. You say N-R.Lopez.Mike@gmail.com? It's M, M-R, Mister. It's Mr.Lopez.Mike@gmail.com. It's Mike, M-I-K-E? Yeah. All right. And your phone number? 419-723-2935. You said 419-723-9235? 7-2-3-2-9-3-5. 2-9-3-5, okay. And then this is gonna opt me out of the insurance? Yes, sir. I've just got a decline for you, Mr. James. Was there anything else I can help you with today? That's it. Would you, would you guys send me an email, a confirmation of the cancellation? Sir, they didn't have to cancel anything. I declined it before they even got it enrolled. We never- Oh, okay. Cool. We never processed anything. All right. Cool. Thanks, man. Appreciate it. No problem, Mr. James. You have a great rest of your day. You too. Thanks.

### **Conversation Format**

Speaker speaker\_0: What's the problem? I'm gonna... Your address is an outcome not gonna help you.

Speaker speaker\_1: Yeah, I need to cancel my insurance.

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

Speaker speaker\_1: Serge.

Speaker speaker\_0: So last four of your social.

Speaker speaker\_1: Five, two, one, nine.

Speaker speaker\_0: First name?

Speaker speaker\_1: James.

Speaker speaker\_0: You said James?

Speaker speaker\_1: James Michael Lopez. They may have me under as Mike, Michael.

Speaker speaker\_0: Hm. You said the last four is five, two, one, nine?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. So it doesn't look like me showing up in the system, I might have to add you. What's your full social?

Speaker speaker\_1: Uh, two, seven, three, eight, four, five, two, one, nine.

Speaker speaker\_0: All right. I'm sorry, what was your first name again?

Speaker speaker\_1: James.

Speaker speaker\_0: James Michael?

Speaker speaker\_1: Lopez. L-O-P-E-z.

Speaker speaker\_0: And the address?

Speaker speaker\_1: It's 1011 North Front Street.

Speaker speaker\_0: You said 1011 North...

Speaker speaker\_1: Front.

Speaker speaker\_0: So you're saying front?

Speaker speaker\_1: Yeah, front, like F-R-O-N-T.

Speaker speaker\_0: So 10 of North Front Street. And the city?

Speaker speaker\_1: Alger. A-L-G-E-R.

Speaker speaker\_0: State?

Speaker speaker\_1: Ohio.

Speaker speaker\_0: Zip code.

Speaker speaker\_1: 45812.

Speaker speaker\_0: Number?

Speaker speaker\_1: 111182.

Speaker speaker\_0: Email?

Speaker speaker\_1: Mr.Lopez.Mike@gmail.com.

Speaker speaker\_0: You say N-R.Lopez.Mike@gmail.com?

Speaker speaker\_1: It's M, M-R, Mister. It's Mr.Lopez.Mike@gmail.com.

Speaker speaker\_0: It's Mike, M-I-K-E?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. And your phone number?

Speaker speaker\_1: 419-723-2935.

Speaker speaker\_0: You said 419-723-9235?

Speaker speaker\_1: 7-2-3-2-9-3-5.

Speaker speaker\_0: 2-9-3-5, okay.

Speaker speaker\_1: And then this is gonna opt me out of the insurance?

Speaker speaker\_0: Yes, sir. I've just got a decline for you, Mr. James. Was there anything else I can help you with today?

Speaker speaker\_1: That's it. Would you, would you guys send me an email, a confirmation of the cancellation?

Speaker speaker\_0: Sir, they didn't have to cancel anything. I declined it before they even got it enrolled. We never-

Speaker speaker\_1: Oh, okay. Cool.

Speaker speaker\_0: We never processed anything.

Speaker speaker\_1: All right. Cool. Thanks, man. Appreciate it.

Speaker speaker\_0: No problem, Mr. James. You have a great rest of your day.

Speaker speaker\_1: You too. Thanks.