

## **Transcript: Malcolm**

**Nash-4871566697742336-6706276096851968**

### **Full Transcript**

Cancel for me, this isn't a card, this is a mouse, but I can help you. Uh, yes. I work for Surge Staffing and you guys are taking insurance out of my paycheck and I don't need insurance. What's that? And what's the last four of your Social? 9640. What's your first name? Terry. Say that again, sir. Terry. T-E-R-R-Y. Last name? Gordon. G-O-R-D-O-N. All right. For security purposes, can you verify your address and date of birth for me? Address is, uh, 205 Warrior Drive, Apartment 50, and date of birth is 11/30/63. I need the city state ZIP code as well. Um, Murfreesboro, Tennessee 37128. Thank you. So we got your phone number, 615-900-9920? Yes. And then your email is clgordon3@yahoo.com? Yes. Thank you. So I've got that canceled for you, Mr. Gordon. Please be... Oh. You, you need to work it out. It'll take one to two weeks and it's possible to see deductions within two weeks. I said, I got that canceled for you. Please be advised the cancellation... Can you hear me? Uh, now, yeah. Can you hear me, sir? Yes. I'm saying the cancellation process could take one to two weeks. It is possible to see deductions within the two weeks, but after two weeks you shouldn't see anything else. Okay. All right. Thank you. No problem, Mr. Gordon. You have a great rest of your week. All right. You too. Bye. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Cancel for me, this isn't a card, this is a mouse, but I can help you.

Speaker speaker\_1: Uh, yes. I work for Surge Staffing and you guys are taking insurance out of my paycheck and I don't need insurance.

Speaker speaker\_0: What's that? And what's the last four of your Social?

Speaker speaker\_1: 9640.

Speaker speaker\_0: What's your first name?

Speaker speaker\_1: Terry.

Speaker speaker\_0: Say that again, sir.

Speaker speaker\_1: Terry. T-E-R-R-Y.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Gordon. G-O-R-D-O-N.

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

Speaker speaker\_1: Address is, uh, 205 Warrior Drive, Apartment 50, and date of birth is 11/30/63.

Speaker speaker\_0: I need the city state ZIP code as well.

Speaker speaker\_1: Um, Murfreesboro, Tennessee 37128.

Speaker speaker\_0: Thank you. So we got your phone number, 615-900-9920?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then your email is clgordon3@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. So I've got that canceled for you, Mr. Gordon. Please be...

Speaker speaker\_1: Oh. You, you need to work it out.

Speaker speaker\_0: It'll take one to two weeks and it's possible to see deductions within two weeks. I said, I got that canceled for you. Please be advised the cancellation... Can you hear me?

Speaker speaker\_1: Uh, now, yeah.

Speaker speaker\_0: Can you hear me, sir?

Speaker speaker\_1: Yes.

Speaker speaker\_0: I'm saying the cancellation process could take one to two weeks. It is possible to see deductions within the two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker\_1: Okay. All right. Thank you.

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

Speaker speaker\_1: All right. You too. Bye.

Speaker speaker\_0: Thank you. Bye.