

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits in a Can. This is Malcolm. How can I help you? How you doing, Malcolm? How you doing today? I'm doing good. How about you? I'm good. I was calling to see about canceling this. What, what staffing company do you work for? Uh, Surge. I see you want to... Are you saying you want to cancel or you want to decline? Have they already enrolled you in auto-enrollment? Yes. Okay, so you want to cancel it. What's the last four of your Social? 9917. First name? Sharon. Are you saying Sharon or Karen? Sharon, S-H-A-R-O-N. And last name? Johnson. For security purposes, can you verify your address and date of birth for me? 7608 Apostle Road, Fairburn, Georgia 30213, phone 2371. Thank you. So we got your phone number, 678-521-0338? Correct. And the email is sharon.olbtrucks@gmail.com? Correct. Thank you. All right, I've got that canceled for you, Ms. Johnson. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else. Gotcha. Thank you. I appreciate your help. No problem, Ms. Johnson. Was there anything else I could help you with today? That would do it. Thank you. You have a great day. You too. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: How you doing, Malcolm? How you doing today?

Speaker speaker\_0: I'm doing good. How about you?

Speaker speaker\_1: I'm good. I was calling to see about canceling this.

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

Speaker speaker\_1: Uh, Surge.

Speaker speaker\_0: I see you want to... Are you saying you want to cancel or you want to decline? Have they already enrolled you in auto-enrollment?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so you want to cancel it. What's the last four of your Social?

Speaker speaker\_1: 9917.

Speaker speaker\_0: First name?

Speaker speaker\_1: Sharon.

Speaker speaker\_0: Are you saying Sharon or Karen?

Speaker speaker\_1: Sharon, S-H-A-R-O-N.

Speaker speaker\_0: And last name?

Speaker speaker\_1: Johnson.

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

Speaker speaker\_1: 7608 Apostle Road, Fairburn, Georgia 30213, phone 2371.

Speaker speaker\_0: Thank you. So we got your phone number, 678-521-0338?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email is sharon.olbtrucks@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Thank you. All right, I've got that canceled for you, Ms. Johnson. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker\_1: Gotcha. Thank you. I appreciate your help.

Speaker speaker\_0: No problem, Ms. Johnson. Was there anything else I could help you with today?

Speaker speaker\_1: That would do it. Thank you. You have a great day.

Speaker speaker\_0: You too. Thank you.

Speaker speaker\_1: Bye-bye.