

## **Transcript: Malcolm**

**Nash-5208106745774080-4800892147122176**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. You sitting back in there? Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? How you doing, Malcolm? Uh, yeah, uh, um, they enrolled me in some benefits and I don't need 'em. I... They took money out of my check. What kind of work did you work for? Uh, surge. What's the last four of your Social? Uh, three, eight, four, six. First name? Gregory. Last name? Lane, L-A-N-E. Okay. For security purposes, can you verify your address and date of birth for me? Uh, 15400 West 7 Mile, Apartment 311. Area code... Or I mean, ZIP code 48235. Mm-hmm. Date of birth? 12/07/74. Thank you. So we got your phone number. It's 869-4434? Yes, sir. Do you- You say what? All right. I've got that canceled for you, Mr. Lane. Please be advised the cancellation process does take one to two weeks. It is possible you'll see deductions within those two weeks. But that's it- You, you, hold on. You said, you said how long? One to two weeks, but after two weeks, you shouldn't see any more deductions. So my next check is gon' come out again? It takes one to two weeks for the cancellation process, sir. After two weeks, you shouldn't see any more deductions. All right. Was there anything I can help you with? And that was the... And that was the, uh, that was the medical, the dental- The dental. And then finally- ... and the primary care? Yeah, all that's canceled. Y'all canceled, canceled all that then? Yeah. All right. Thank you. No problem, Mr. Lane. You have a great rest of your weekend. All right. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: You sitting back in there?

Speaker speaker\_2: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: How you doing, Malcolm? Uh, yeah, uh, um, they enrolled me in some benefits and I don't need 'em. I... They took money out of my check.

Speaker speaker\_3: What kind of work did you work for?

Speaker speaker\_1: Uh, surge.

Speaker speaker\_2: What's the last four of your Social?

Speaker speaker\_1: Uh, three, eight, four, six.

Speaker speaker\_2: First name?

Speaker speaker\_1: Gregory.

Speaker speaker\_2: Last name?

Speaker speaker\_1: Lane, L-A-N-E.

Speaker speaker\_2: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Uh, 15400 West 7 Mile, Apartment 311. Area code... Or I mean, ZIP code 48235.

Speaker speaker\_2: Mm-hmm. Date of birth?

Speaker speaker\_1: 12/07/74.

Speaker speaker\_2: Thank you. So we got your phone number. It's 869-4434?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Do you-

Speaker speaker\_1: You say what?

Speaker speaker\_2: All right. I've got that canceled for you, Mr. Lane. Please be advised the cancellation process does take one to two weeks. It is possible you'll see deductions within those two weeks. But that's it-

Speaker speaker\_1: You, you, hold on. You said, you said how long?

Speaker speaker\_2: One to two weeks, but after two weeks, you shouldn't see any more deductions.

Speaker speaker\_1: So my next check is gon' come out again?

Speaker speaker\_2: It takes one to two weeks for the cancellation process, sir. After two weeks, you shouldn't see any more deductions.

Speaker speaker\_1: All right.

Speaker speaker\_2: Was there anything I can help you with?

Speaker speaker\_1: And that was the... And that was the, uh, that was the medical, the dental-

Speaker speaker\_2: The dental. And then finally-

Speaker speaker\_1: ... and the primary care?

Speaker speaker\_2: Yeah, all that's canceled.

Speaker speaker\_1: Y'all canceled, canceled all that then?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_2: No problem, Mr. Lane. You have a great rest of your weekend.

Speaker speaker\_1: All right. You too.

Speaker speaker\_2: Thank you.