

Transcript: Malcolm

Nash-5329817261752320-4965199100166144

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. Um, so basically, I've been having money deducted from my, uh, my paychecks for benefits you do guys that I never signed up for. I'm pretty sure I waived the coverage, but I can't swear to it that I actually did. And I was just told that after I cancel it, it might deduct money from my next two checks. I was hoping there was a workaround that you could possibly still refund the money, because I mean, I could desperately use it right now if I'm being honest. Well, unfortunately there wouldn't be any workaround the cancellation process. So I'd still have to, you're gonna charge me two more times. Like, you can't just put a pause on this? So there's no guarantee that it is gonna happen. It is just a possibility that it does happen. And if it does happen, after two weeks you wouldn't see anymore. I mean, that's just kind of up. I mean, there's no way to just for sure put a stop on it. It just kinda sounds- No, sir. Like, that way. There wouldn't be any way. No, sir. All right. Do you think, is a manager available? Yes, sir. You mind if I put your brief out? No, that's fine. Yeah.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, Malcolm. Um, so basically, I've been having money deducted from my, uh, my paychecks for benefits you do guys that I never signed up for. I'm pretty sure I waived the coverage, but I can't swear to it that I actually did. And I was just told that after I cancel it, it might deduct money from my next two checks. I was hoping there was a workaround that you could possibly still refund the money, because I mean, I could desperately use it right now if I'm being honest.

Speaker speaker_0: Well, unfortunately there wouldn't be any workaround the cancellation process.

Speaker speaker_1: So I'd still have to, you're gonna charge me two more times. Like, you can't just put a pause on this?

Speaker speaker_0: So there's no guarantee that it is gonna happen. It is just a possibility that it does happen. And if it does happen, after two weeks you wouldn't see anymore.

Speaker speaker_1: I mean, that's just kind of up. I mean, there's no way to just for sure put a stop on it. It just kinda sounds-

Speaker speaker_0: No, sir.

Speaker speaker_1: Like, that way.

Speaker speaker_0: There wouldn't be any way. No, sir.

Speaker speaker_1: All right. Do you think, is a manager available?

Speaker speaker_0: Yes, sir. You mind if I put your brief out?

Speaker speaker_1: No, that's fine.

Speaker speaker_0: Yeah.