

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. I'd just like to cancel my membership or benefits or whatever you call it. What staffing company do you work for? Um, Surge. What's the last four of your social? 7407. First name? Samantha. Is that S-A-M-A-T-H-A-N-A? S-A-M-- S-A-M-A-N-T-H-A. Last name? Shade, S-H-A-D-E. For security purposes, can you verify your address and date of birth for me? Yep. 3068 Marion Walter Road, Lot 60, Marion, Ohio 43302. My birthday is 6/18/94. Thank you. All right. I got that canceled for you, Miss Shade. Please, 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. Awesome. Thank you. No problem. Was there anything else I could help you with today? Nope. That's it. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Bye. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. I'd just like to cancel my membership or benefits or whatever you call it.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Um, Surge.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 7407.

Speaker speaker_1: First name?

Speaker speaker_2: Samantha.

Speaker speaker_1: Is that S-A-M-A-T-H-A-N-A?

Speaker speaker_2: S-A-M-- S-A-M-A-N-T-H-A.

Speaker speaker_1: Last name?

Speaker speaker_2: Shade, S-H-A-D-E.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Yep. 3068 Marion Walter Road, Lot 60, Marion, Ohio 43302. My birthday is 6/18/94.

Speaker speaker_1: Thank you. All right. I got that canceled for you, Miss Shade. Please, 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_2: Awesome. Thank you.

Speaker speaker_1: No problem. Was there anything else I could help you with today?

Speaker speaker_2: Nope. That's it.

Speaker speaker_1: Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Thank you.