

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? Uh, my name is Zakir Muhammad and I was calling to see the, uh, did I cancel my, uh, medical thing. I'm at, uh, 3rd Street. Okay. What's the last four of your social? 2103. First name. Zakir. Z-A-K-I-R. Spell that one more time. Z-A-K-I-R. All right. For security purposes, can you verify your address and date of birth for me? Uh, 2-11-94, uh, 811 Eastville Highway, Millbrook, Alabama 36054. Apartment B77. Thank you. So yeah, it looks like you called to cancel on the 17th. It does take one to two weeks for the cancellation process and it is possible to see deductions within those two weeks. You said about one? One to two weeks, sir. Oh, okay. So... After two weeks, you should no longer see deductions. So, so that mean like, maybe by, uh, next week or so? It takes one to two weeks from the date that you cancel. It looks like you canceled on the 17th? So one... It should be about by then, by the beginning of February your cancellation should no longer see deductions. Dang. I'm still gonna see... Wait, you saying by the beginning of February? Yes. It takes one to two weeks, sir. So you canceled on the 17th. So one to two weeks from the 17th. Okay. All right. Well, is there anything I can help you with, Mr. Zakir? Nothing. Thanks for calling Benefits in the Card. I hope you have a great rest of your week, man.

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: Uh, my name is Zakir Muhammad and I was calling to see the, uh, did I cancel my, uh, medical thing. I'm at, uh, 3rd Street.

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

Speaker speaker_2: 2103.

Speaker speaker_1: First name.

Speaker speaker_2: Zakir. Z-A-K-I-R.

Speaker speaker_1: Spell that one more time.

Speaker speaker_2: Z-A-K-I-R.

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

Speaker speaker_2: Uh, 2-11-94, uh, 811 Eastville Highway, Millbrook, Alabama 36054. Apartment B77.

Speaker speaker_1: Thank you. So yeah, it looks like you called to cancel on the 17th. It does take one to two weeks for the cancellation process and it is possible to see deductions within those two weeks.

Speaker speaker_2: You said about one?

Speaker speaker_1: One to two weeks, sir.

Speaker speaker_2: Oh, okay. So...

Speaker speaker_1: After two weeks, you should no longer see deductions.

Speaker speaker_2: So, so that mean like, maybe by, uh, next week or so?

Speaker speaker_1: It takes one to two weeks from the date that you cancel. It looks like you canceled on the 17th? So one... It should be about by then, by the beginning of February your cancellation should no longer see deductions.

Speaker speaker_2: Dang. I'm still gonna see... Wait, you saying by the beginning of February?

Speaker speaker_1: Yes. It takes one to two weeks, sir. So you canceled on the 17th. So one to two weeks from the 17th.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Well, is there anything I can help you with, Mr. Zakir?

Speaker speaker_2: Nothing.

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