

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is ... Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, how are you? I'm doing good. How about you? I'm great. Thank you. Um, my name is, um, Mamoudou Lam and, um, I'm working with serv- service stopping. Mm-hmm. So, um, I want to cancel my, um, uh, my insurance, please. You want to cancel or you want to decline? I want to decline. Okay. So last four of your social? Um, 25416. First name? Mamoudou. M-A-M-O-U-D-O-U. And last name, Lam. For security purposes, can you verify your address and date of birth for me? Okay. Um, the address is, um, uh, 728 ... Apartment 11. And the date of birth? And date of... Date of birth is, um, January 20th, 1987. And then the city, state, zip code. 45365. And the city and state? What's up? The city and state. City, Ohio, 45365. Thank you. I, I got that declined for you, Ms. Lam. Was there anything else I can help you with today? That's all. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right. Thank you, sir. Have a good day. Thank you.

Conversation Format

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

Speaker speaker_1: This is ...

Speaker speaker_2: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, how are you?

Speaker speaker_2: I'm doing good. How about you?

Speaker speaker_1: I'm great. Thank you. Um, my name is, um, Mamoudou Lam and, um, I'm working with serv- service stopping.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So, um, I want to cancel my, um, uh, my insurance, please.

Speaker speaker_2: You want to cancel or you want to decline?

Speaker speaker_1: I want to decline.

Speaker speaker_2: Okay. So last four of your social?

Speaker speaker_1: Um, 25416.

Speaker speaker_2: First name?

Speaker speaker_1: Mamoudou. M-A-M-O-U-D-O-U. And last name, Lam.

Speaker speaker_2: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Okay. Um, the address is, um, uh, 728 ... Apartment 11.

Speaker speaker_2: And the date of birth?

Speaker speaker_1: And date of... Date of birth is, um, January 20th, 1987.

Speaker speaker_2: And then the city, state, zip code.

Speaker speaker_1: 45365.

Speaker speaker_2: And the city and state?

Speaker speaker_1: What's up?

Speaker speaker_2: The city and state. City, Ohio, 45365. Thank you. I, I got that declined for you, Ms. Lam. Was there anything else I can help you with today?

Speaker speaker_1: That's all.

Speaker speaker_2: Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: All right. Thank you, sir. Have a good day.

Speaker speaker_2: Thank you.