

## **Transcript: Malcolm**

**Nash-6461478020268032-5847189936881664**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the card. This is Malcolm. How can I help you? Hi, Malcolm. My name is Mike, and, uh, apparently, I g- somehow got auto enrolled into the insurance through my temporary agency that I'm working for. But when I filled out their paperwork, um, I told them I did not need it, and I need to cancel whatever you guys have started. What staffing company do you work for? Say that one more time. What staffing company do you work for? Uh, Wagner. What's the last four of your social? 4754. First name? Michael. Last name? Farr, F-A-R-R-E-R. For security purposes, can you verify your address and date of birth for me? Yeah, 6410 Golden Leaf Court, Lakewood Ranch, Florida, 34202. Uh, that was 10/17/68. Thank you. There's no phone number on file. Would you like to add a phone number? No, I don't need you guys at all. Thank you. And I guess email is hawksteel@msn.com? Yeah. Okay. I got that canceled for you, Mr., uh, Michael. Please be advised- Okay. ... the cancellation process does take one to two weeks. It is possible to see the ducks that spin. Uh, two weeks past, for two weeks, you shouldn't see anything else. Perfect, thank you. No problem, Mr. Michael. Is there anything else I can help you with today? You have a good day. You too, man. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: ... benefits in the card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi, Malcolm. My name is Mike, and, uh, apparently, I g- somehow got auto enrolled into the insurance through my temporary agency that I'm working for. But when I filled out their paperwork, um, I told them I did not need it, and I need to cancel whatever you guys have started.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Say that one more time.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Uh, Wagner.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 4754.

Speaker speaker\_1: First name?

Speaker speaker\_2: Michael.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Farr, F-A-R-R-E-R.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yeah, 6410 Golden Leaf Court, Lakewood Ranch, Florida, 34202. Uh, that was 10/17/68.

Speaker speaker\_1: Thank you. There's no phone number on file. Would you like to add a phone number?

Speaker speaker\_2: No, I don't need you guys at all. Thank you.

Speaker speaker\_1: And I guess email is hawksteel@msn.com?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. I got that canceled for you, Mr., uh, Michael. Please be advised-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... the cancellation process does take one to two weeks. It is possible to see the ducks that spin. Uh, two weeks past, for two weeks, you shouldn't see anything else.

Speaker speaker\_2: Perfect, thank you.

Speaker speaker\_1: No problem, Mr. Michael. Is there anything else I can help you with today?

Speaker speaker\_2: You have a good day.

Speaker speaker\_1: You too, man. Thank you.

Speaker speaker\_2: Bye-bye.