

## **Transcript: Malcolm**

**Nash-4540611173597184-5814693995266048**

### **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? Um, yes, hello, Malcolm. I was calling because I wanted to cancel my Benefits in the Card. What staffing company do you work for? Integrity Trade Services. All right. What's the last four of your social? 9865. You said 9865? Yes. First name? Sheree. Last name? Jones. For security purposes, can you verify your address and date of birth for me? 10146 John Jay Drive, Indianapolis, Indiana 46235. My birth date is December 29, 1991. Thank you. You're welcome. Hi, I got that canceled for you. 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. Okay, thank you. No problem, Ms. Jones. Was there anything else I could help you with today? No, thank you. --All right. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Thank you. See ya.

### **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: Um, yes, hello, Malcolm. I was calling because I wanted to cancel my Benefits in the Card.

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

Speaker speaker\_2: Integrity Trade Services.

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

Speaker speaker\_2: 9865.

Speaker speaker\_1: You said 9865?

Speaker speaker\_2: Yes.

Speaker speaker\_1: First name?

Speaker speaker\_2: Sheree.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Jones.

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

Speaker speaker\_2: 10146 John Jay Drive, Indianapolis, Indiana 46235. My birth date is December 29, 1991.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: You're welcome.

Speaker speaker\_1: Hi, I got that canceled for you. 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: Okay, thank you.

Speaker speaker\_1: No problem, Ms. Jones. Was there anything else I could help you with today?

Speaker speaker\_2: No, thank you. --All right.

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. Thank you.

Speaker speaker\_1: See ya.