

## **Transcript: Malcolm**

**Nash-4612195854237696-4921815449649152**

### **Full Transcript**

Thanks for calling for the fix on the card. This is Malcolm. How can I help you? Hello. This is Shannon Parker. Can you hear me? Yes, sir. How can I help you? Excuse me. Oh, uh, you're fine. Um, I recently was employed with a job that auto-enrolled me in this, uh, insurance program, and I'm trying to figure out how to opt out. Which staffing company? Uh, yes, it was, uh, uh, StaffCorp? American StaffCorp? Yes. Okay. For security purposes, can you verify your address and date of birth for me? My address is 2003 East Kingswood Street, Republic, Missouri, and my date of birth is 6/26/1988. Thank you. There's no phone number on file. Would you like to add a phone number? Uh, no, thanks. Okay. So it looks like they already started the coverage, so you want... You want me to cancel it for you? Uh, yes, please. Please be advised the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else. Okay. All right. Well, was there anything else I could help you with today, Mr. Parker? Uh, no, thanks. If you took care of that- All right. ... I... That is just fine. All right. Well, there's nothing else. Thanks for calling for the fix on the card. Hope you have a great rest of your week. All right. Thanks. You, too. Thank you. Bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling for the fix on the card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hello. This is Shannon Parker. Can you hear me?

Speaker speaker\_0: Yes, sir. How can I help you? Excuse me.

Speaker speaker\_1: Oh, uh, you're fine. Um, I recently was employed with a job that auto-enrolled me in this, uh, insurance program, and I'm trying to figure out how to opt out.

Speaker speaker\_0: Which staffing company?

Speaker speaker\_1: Uh, yes, it was, uh, uh, StaffCorp?

Speaker speaker\_0: American StaffCorp?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: My address is 2003 East Kingswood Street, Republic, Missouri, and my date of birth is 6/26/1988.

Speaker speaker\_0: Thank you. There's no phone number on file. Would you like to add a phone number?

Speaker speaker\_1: Uh, no, thanks.

Speaker speaker\_0: Okay. So it looks like they already started the coverage, so you want... You want me to cancel it for you?

Speaker speaker\_1: Uh, yes, please.

Speaker speaker\_0: Please be advised the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Well, was there anything else I could help you with today, Mr. Parker?

Speaker speaker\_1: Uh, no, thanks. If you took care of that-

Speaker speaker\_0: All right.

Speaker speaker\_1: ... I... That is just fine.

Speaker speaker\_0: All right. Well, there's nothing else. Thanks for calling for the fix on the card. Hope you have a great rest of your week.

Speaker speaker\_1: All right. Thanks. You, too.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye.

Speaker speaker\_0: Bye.