Transcript: Malcolm Nash-4651646567759872-6644805388648448

Full Transcript

Thanks for calling Benefits on the Card. This is Malcolm. How can I help you? Yes, I wanted to stop my benefits. I don't know if they started it, but I didn't want to... I want to cancel this. I didn't want the service. What staffing company do you work for? Hertz. What's the last four of your social? 1197. You said 1197? Yeah. First name? Melanie. Say that again, ma'am? Melanie. Melanie? Yeah. Last name? Mitchell. Okay. For security purposes, can you verify your address and date of birth for me? I don't know what address they have on file because I moved. I don't know if it updated or not. But I can give you my, um, date of birth, 07-25-84. And, um, I don't know the last address they might have is 405 Medical Center Parkway. I'm not sure. That's the one that's on file. Okay. And the city state zip code? 36017 Alabama. Yeah. All right. I assume yeah, your phone number is 334-487-3930? No, um, it's different because, um, uh, that phone went out. All right. So what's your new phone number? Um, 334-413-224... Um, 2204. Say that one more time a little bit slower for me, please. 334-413-2204. Thank you. And then your email is melodymitchell63@yahoo.com? That's correct. Thank you. All right. So it looks they did already send it in to be processed, so it is possible to see one deduction. Oh, okay. But after that one you shouldn't see anything else. Okay. That's fine. All right. Well, is there anything else I can help you with today, Ms. Mitchell? That's it. Thank you. No problem. Thanks for calling Benefits on the Card. I hope you have a great rest of your week. All right. You do the same. Take care.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits on the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, I wanted to stop my benefits. I don't know if they started it, but I didn't want to... I want to cancel this. I didn't want the service.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Hertz.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 1197.

Speaker speaker_0: You said 1197?

Speaker speaker_1: Yeah.

Speaker speaker_0: First name?

Speaker speaker_1: Melanie.

Speaker speaker_0: Say that again, ma'am?

Speaker speaker_1: Melanie.

Speaker speaker_0: Melanie?

Speaker speaker_1: Yeah.

Speaker speaker_0: Last name?

Speaker speaker_1: Mitchell.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: I don't know what address they have on file because I moved. I don't know if it updated or not. But I can give you my, um, date of birth, 07-25-84. And, um, I don't know the last address they might have is 405 Medical Center Parkway. I'm not sure.

Speaker speaker_0: That's the one that's on file.

Speaker speaker_1: Okay.

Speaker speaker_0: And the city state zip code?

Speaker speaker_1: 36017 Alabama.

Speaker speaker_0: Yeah. All right. I assume yeah, your phone number is 334-487-3930?

Speaker speaker_1: No, um, it's different because, um, uh, that phone went out.

Speaker speaker_0: All right. So what's your new phone number?

Speaker speaker_1: Um, 334-413-224... Um, 2204.

Speaker speaker_0: Say that one more time a little bit slower for me, please.

Speaker speaker_1: 334-413-2204.

Speaker speaker_0: Thank you. And then your email is melodymitchell63@yahoo.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Thank you. All right. So it looks they did already send it in to be processed, so it is possible to see one deduction.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: But after that one you shouldn't see anything else.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Ms. Mitchell?

Speaker speaker_1: That's it. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits on the Card. I hope you have a great rest of your week.

Speaker speaker_1: All right. You do the same.

Speaker speaker_0: Take care.