

Transcript: Malcolm

Nash-4670197514813440-6082178619719680

Full Transcript

Hello. Thanks for calling Benefits in the ... How may I help you? Hello. I was, um, I was calling to cancel, um, the service. What staffing company do you work for? Um, Surge Staffing. The last four of your social. 5342. First name? Mely. Did you say Mely? Yes, M-e-l-y. Last name? Juan, J-u-a-n. All right, for security purposes can you verify your address and date of birth for me? Uh, December 4th, 2005. 312 4th Avenue Southwest, Rangeville 35986. Can you repeat that address one more time? 312 4th Avenue Southwest. That's not the address that we have on file. Oh, I just, I just moved. I thought they changed it. But I have a 528 County Road, 1004, Carolyn, Alabama, 3790, no, 35974. So is that a, is that a old address? Yes. Would you like me to update the new address for you? No, I just wanted to cancel that because I didn't know I was already enrolled and I just never told them I wanted the insurance. Okay. And she told me I could call to cancel. All right, I got it canceled for you. 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. All right. All right, was there anything else I can help you with today, Ms. Melly? Um, and then, um, my boyfriend also works there and he has that and he wants to cancel it too. Is he with you right now? Yes. I can pass it to him. Hey, how are you? I'm good, sir. What's the last four of your social? Uh, give me a second if you don't mind. Mm-hmm. And ... Okay? Um, it's, uh, 868642. First name? Rodrigo Cadena. I'm sorry, you said what was the first name? Say your first name. All right, uh, Rodrigo. Last name? Cadena. For security purposes, can you verify your address and date of birth for me? What's in this email? Oh, um, 01-18-2005. Okay, say that, say that one more time, sir? What was it? She said date of birth. Oh, my, my date of birth? Yes, sir, and your address. And my date of birth is 01-18-2005. And your address? 3889 Carney Road Three, Crossville, Alabama. That's not the address that we have on file. I think it's 3247. What, where is it? 3247. 324 IVU Southwest. Tell him. Rangeville, Alabama. Thank you. All right, I got that canceled for you. Please be advised the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks. After two weeks you shouldn't see anything else. Okay. Thank you. No problem. Was there anything else I could help you out with today? No, that was it. Okay, thanks for calling Benefits in the ... I hope y'all have a great rest of your week. You too. Thank you.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Thanks for calling Benefits in the ... How may I help you?

Speaker speaker_0: Hello. I was, um, I was calling to cancel, um, the service.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_0: Um, Surge Staffing.

Speaker speaker_1: The last four of your social.

Speaker speaker_0: 5342.

Speaker speaker_1: First name?

Speaker speaker_0: Mely.

Speaker speaker_1: Did you say Mely?

Speaker speaker_0: Yes, M-e-l-y.

Speaker speaker_1: Last name?

Speaker speaker_0: Juan, J-u-a-n.

Speaker speaker_1: All right, for security purposes can you verify your address and date of birth for me?

Speaker speaker_0: Uh, December 4th, 2005. 312 4th Avenue Southwest, Rangeville 35986.

Speaker speaker_1: Can you repeat that address one more time?

Speaker speaker_0: 312 4th Avenue Southwest.

Speaker speaker_1: That's not the address that we have on file.

Speaker speaker_0: Oh, I just, I just moved. I thought they changed it. But I have a 528 County Road, 1004, Carolyn, Alabama, 3790, no, 35974.

Speaker speaker_1: So is that a, is that a old address?

Speaker speaker_0: Yes.

Speaker speaker_1: Would you like me to update the new address for you?

Speaker speaker_0: No, I just wanted to cancel that because I didn't know I was already enrolled and I just never told them I wanted the insurance.

Speaker speaker_1: Okay.

Speaker speaker_0: And she told me I could call to cancel.

Speaker speaker_1: All right, I got it canceled for you. 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_0: All right.

Speaker speaker_1: All right, was there anything else I can help you with today, Ms. Melly?

Speaker speaker_0: Um, and then, um, my boyfriend also works there and he has that and he wants to cancel it too.

Speaker speaker_1: Is he with you right now?

Speaker speaker_0: Yes. I can pass it to him.

Speaker speaker_2: Hey, how are you?

Speaker speaker_1: I'm good, sir. What's the last four of your social?

Speaker speaker_2: Uh, give me a second if you don't mind. Mm-hmm. And ... Okay? Um, it's, uh, 868642.

Speaker speaker_1: First name?

Speaker speaker_2: Rodrigo Cadena. I'm sorry, you said what was the first name?

Speaker speaker_1: Say your first name.

Speaker speaker_2: All right, uh, Rodrigo.

Speaker speaker_1: Last name?

Speaker speaker_2: Cadena.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_0: What's in this email?

Speaker speaker_2: Oh, um, 01-18-2005.

Speaker speaker_0: Okay, say that, say that one more time, sir?

Speaker speaker_2: What was it?

Speaker speaker_0: She said date of birth.

Speaker speaker_2: Oh, my, my date of birth?

Speaker speaker_1: Yes, sir, and your address.

Speaker speaker_2: And my date of birth is 01-18-2005.

Speaker speaker_1: And your address?

Speaker speaker_2: 3889 Carney Road Three, Crossville, Alabama.

Speaker speaker_1: That's not the address that we have on file.

Speaker speaker_0: I think it's 3247.

Speaker speaker_2: What, where is it?

Speaker speaker_0: 3247.

Speaker speaker_2: 324 IVU Southwest.

Speaker speaker_0: Tell him.

Speaker speaker_2: Rangeville, Alabama.

Speaker speaker_1: Thank you. All right, I got that canceled for you. Please be advised the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks. After two weeks you shouldn't see anything else.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Was there anything else I could help you out with today?

Speaker speaker_2: No, that was it.

Speaker speaker_1: Okay, thanks for calling Benefits in the ... I hope y'all have a great rest of your week.

Speaker speaker_2: You too. Thank you.