

Transcript: Malcolm

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Full Transcript

The call benefits and the card, this is Malcolm. How can I help you? Hello, this is Keith Bowie. I was calling about WorkSmart and benefits. What are you trying to get enrolled? Are you trying to decline? No, um, I don't wanna opt in. All right. What's the last four of your social? 8564. First name? Keith. Last name? Bowie. For security purposes, can you verify your address and date of birth for me? 1108 Canyon Street, Apartment 304, Area South, Atlanta, GA 20620. And date of birth? November 9th, 1982. Yeah. It looks like they already enrolled you in it. I just canceled it 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 should have... How can it take one to two weeks? And that- I never enrolling, I never asked for this shit. They auto-enroll you unless you decline it, sir. I don't want it. They, well, they had already enrolled you in it, sir. I just canceled it for you. Again- Why the fuck they gonna enroll me in something I don't want? We just auto-enroll their employees, sir. You, you didn't decline it when you got hired on. Well, they made me d- take that shit. I don't want it. And I canceled it for you, Mr. Bowie. The cancellation process takes one to two weeks. Did this shit come out of my check? Yes, sir. How much? \$16.32. Man, that's bullshit. Well, is there anything else I can help you with today, Mr. Bowie? No, that's bullshit. Fuck that fucking shit! Well, if there's nothing else, Mr. Bowie, I think this is out of my hand. I want my money back on my shit. All right. You have to reach out to WorkSmart, sir. We don't, we're not the ones making that up. No reaching out to y'all. You taking something that I ain't ask for, motherfucker. Put my money back on my shit. We're not taking your money, sir. We don't get, we don't take, we don't receive any money from you guys. All we do is get you enrolled or unenrolled from the company. No, enroll my fucking ass. Put my money back on my shit. I didn't ask for that. Sir, if you continue to use that language, I'm gonna have to hang up the phone. You have to reach out to WorkSmart- Man, what the fuck is wrong with motherfucking don't fucking matter to me. You trying to charge me something I didn't ask for, motherfucker. All right. Thanks for calling. Man, fuck you. This is the card company. I hope you have a great rest of your week.

Conversation Format

Speaker speaker_0: The call benefits and the card, this is Malcolm. How can I help you?

Speaker speaker_1: Hello, this is Keith Bowie. I was calling about WorkSmart and benefits.

Speaker speaker_0: What are you trying to get enrolled? Are you trying to decline?

Speaker speaker_1: No, um, I don't wanna opt in.

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

Speaker speaker_1: 8564.

Speaker speaker_0: First name?

Speaker speaker_1: Keith.

Speaker speaker_0: Last name?

Speaker speaker_1: Bowie.

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

Speaker speaker_1: 1108 Canyon Street, Apartment 304, Area South, Atlanta, GA 20620.

Speaker speaker_0: And date of birth?

Speaker speaker_1: November 9th, 1982.

Speaker speaker_0: Yeah. It looks like they already enrolled you in it. I just canceled it 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 should have...

Speaker speaker_1: How can it take one to two weeks?

Speaker speaker_0: And that-

Speaker speaker_1: I never enrolling, I never asked for this shit.

Speaker speaker_0: They auto-enroll you unless you decline it, sir.

Speaker speaker_1: I don't want it.

Speaker speaker_0: They, well, they had already enrolled you in it, sir. I just canceled it for you. Again-

Speaker speaker_1: Why the fuck they gonna enroll me in something I don't want?

Speaker speaker_0: We just auto-enroll their employees, sir. You, you didn't decline it when you got hired on.

Speaker speaker_1: Well, they made me d- take that shit. I don't want it.

Speaker speaker_0: And I canceled it for you, Mr. Bowie. The cancellation process takes one to two weeks.

Speaker speaker_1: Did this shit come out of my check?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: How much?

Speaker speaker_0: \$16.32.

Speaker speaker_1: Man, that's bullshit.

Speaker speaker_0: Well, is there anything else I can help you with today, Mr. Bowie?

Speaker speaker_1: No, that's bullshit. Fuck that fucking shit!

Speaker speaker_0: Well, if there's nothing else, Mr. Bowie, I think this is out of my hand.

Speaker speaker_1: I want my money back on my shit.

Speaker speaker_0: All right. You have to reach out to WorkSmart, sir. We don't, we're not the ones making that up.

Speaker speaker_1: No reaching out to y'all. You taking something that I ain't ask for, motherfucker. Put my money back on my shit.

Speaker speaker_0: We're not taking your money, sir. We don't get, we don't take, we don't receive any money from you guys. All we do is get you enrolled or unenrolled from the company.

Speaker speaker_1: No, enroll my fucking ass. Put my money back on my shit. I didn't ask for that.

Speaker speaker_0: Sir, if you continue to use that language, I'm gonna have to hang up the phone. You have to reach out to WorkSmart-

Speaker speaker_1: Man, what the fuck is wrong with motherfucking don't fucking matter to me. You trying to charge me something I didn't ask for, motherfucker.

Speaker speaker_0: All right. Thanks for calling.

Speaker speaker_1: Man, fuck you.

Speaker speaker_0: This is the card company. I hope you have a great rest of your week.