

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, sir. How are you? I'm doing good. How about you? Yeah, I'm good. Uh, yesterday I called you, I call him office because I need to stop my medical insurance. You want to cancel your insurance? Yeah, I want to cancel because, uh, uh, you are the interpreters. My English is not very well. What, what staffing company do you work for? Uh, Workforce Starting EMC. WWSE. What's the last four of your social? Why, workforce- I said the last four of your social. Hmm? I said the last four of your social. Yeah, I want to stop with my medical assurance- Yes, sir, I need- ... because, uh- ... to pull up, I need to pull up your account, sir. What's the last four of your social? You have an interpret French, please? Say that again, sir. You have a interpret French, please? We don't- We don't have a interprets? French? We don't have a French? Because I speak French. So I can... What's your first name, sir? Amadou. Amadou Barry. How do you spell that? Hello? Amadou Barry. What? How do you spell your name? My name is Amadou Barry. B-A-L-L-Y. You said B-A- L-L-Y. Bar, Barry, Barry. Two Ls. Berry grass? Yeah. Berry. B-A-R-R-Y. Berradas? Who? Is it B-A-R-R-A-D-A-S? No. B-A-R-R-Y. Can you spell out the rest? B-A-R-R- Y. Barry. How do you spell that? Barry. Barry. What's your first name? My first name is Am... A-M-A-D-O-U. Amadou. Amadou. Is it A-M-A-D-O-E? D-O-U-U. If you want, I send you the mess... I send you the message. I'm waiting for send you the message. I found you. Could you verify your address and date of birth for me? My address is, uh, 2028 Carl Grove. My birthday is, uh, 04/07/1988. Thank you. You said you want to cancel your coverage, correct? Yeah. I have another assurance. Right. So, I got that canceled for you. Please be advised the cancellation process does take one to two weeks. It is possible to see the doc signs within those two weeks, but after two weeks you shouldn't see anything else. You, you, you call me back or you send me, if you ready? I got it canceled for you. You cancel? Yes, sir. Okay. I got you. Now you say two week, is, is, is, uh, stopped? Yes, sir. Okay. Thank you so much. No problem, Mr. Barry. Was there anything else I could help you with today? No. Nothing else. Thank you, bro. Thank you so much. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. Yeah. You too. Thank you. Bye.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi, sir. How are you?

Speaker speaker\_0: I'm doing good. How about you?

Speaker speaker\_1: Yeah, I'm good. Uh, yesterday I called you, I call him office because I need to stop my medical insurance.

Speaker speaker\_0: You want to cancel your insurance?

Speaker speaker\_1: Yeah, I want to cancel because, uh, uh, you are the interpreters. My English is not very well.

Speaker speaker\_0: What, what staffing company do you work for?

Speaker speaker\_1: Uh, Workforce Starting EMC. WWSE.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: Why, workforce-

Speaker speaker\_0: I said the last four of your social.

Speaker speaker\_1: Hmm?

Speaker speaker\_0: I said the last four of your social.

Speaker speaker\_1: Yeah, I want to stop with my medical assurance-

Speaker speaker\_0: Yes, sir, I need-

Speaker speaker\_1: ... because, uh-

Speaker speaker\_0: ... to pull up, I need to pull up your account, sir. What's the last four of your social?

Speaker speaker\_1: You have an interpret French, please?

Speaker speaker\_0: Say that again, sir.

Speaker speaker\_1: You have a interpret French, please?

Speaker speaker\_0: We don't-

Speaker speaker\_1: We don't have a interprets?

Speaker speaker\_0: French?

Speaker speaker\_1: We don't have a French? Because I speak French.

Speaker speaker\_0: So I can... What's your first name, sir?

Speaker speaker\_1: Amadou. Amadou Barry.

Speaker speaker\_0: How do you spell that? Hello?

Speaker speaker\_1: Amadou Barry. What?

Speaker speaker\_0: How do you spell your name?

Speaker speaker\_1: My name is Amadou Barry. B-A-L-L-Y.

Speaker speaker\_0: You said B-A-

Speaker speaker\_1: L-L-Y. Bar, Barry, Barry. Two Ls.

Speaker speaker\_0: Berry grass?

Speaker speaker\_1: Yeah. Berry. B-A-R-R-Y.

Speaker speaker\_0: Berradas?

Speaker speaker\_1: Who?

Speaker speaker\_0: Is it B-A-R-R-A-D-A-S?

Speaker speaker\_1: No. B-A-R-R-Y.

Speaker speaker\_0: Can you spell out the rest? B-A-R-R-

Speaker speaker\_1: Y. Barry.

Speaker speaker\_0: How do you spell that?

Speaker speaker\_1: Barry. Barry.

Speaker speaker\_0: What's your first name?

Speaker speaker\_1: My first name is Am... A-M-A-D-O-U. Amadou. Amadou.

Speaker speaker\_0: Is it A-M-A-D-O-E?

Speaker speaker\_1: D-O-U-U. If you want, I send you the mess... I send you the message. I'm waiting for send you the message.

Speaker speaker\_0: I found you. Could you verify your address and date of birth for me?

Speaker speaker\_1: My address is, uh, 2028 Carl Grove. My birthday is, uh, 04/07/1988.

Speaker speaker\_0: Thank you. You said you want to cancel your coverage, correct?

Speaker speaker\_1: Yeah. I have another assurance.

Speaker speaker\_0: Right. So, I got that canceled for you. Please be advised the cancellation process does take one to two weeks. It is possible to see the doc signs within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker\_1: You, you, you call me back or you send me, if you ready?

Speaker speaker\_0: I got it canceled for you.

Speaker speaker\_1: You cancel?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. I got you. Now you say two week, is, is, is, uh, stopped?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: No problem, Mr. Barry. Was there anything else I could help you with today?

Speaker speaker\_1: No. Nothing else. Thank you, bro. Thank you so much.

Speaker speaker\_0: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_1: Yeah. You too.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye.