

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, yes, hello. Eh, I'd like to cancel my insurance, please. What staffing company do you work for? Sears. What's the last four of your social? Eeh, four, four, eight, one. 4481? Yes. First name? Jonas. Jonas? Last name? Joseph. Joseph? Yes. All right, for security purposes, can you verify your address and date of birth for me? Eeh, can you repeat for me? For security purposes, can you verify your address and date of birth for me? Eeh, 12-0-0-5-1-9-8-9. And there's an address? Eeh, eh, the address? Yes, sir. Eeh, 2-7-4-5 Steel Avenue, Columbus. You are... I got that canceled for you, Mr. Joseph. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within, within those two weeks, but after two weeks you shouldn't see anything else. Eeh, two weeks to cancel and call back? No, sir. I'm saying I canceled it today. It will take one to two weeks for the cancellation process, but after two weeks, you should not receive any more deductions. Oh, okay. Okay. Thank- thank you. No problem, Mr. Joseph. Thanks for calling Benefits in the Car, and I hope you have a great rest of your week. You too. Take care.

Conversation Format

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

Speaker speaker_1: Uh, yes, hello. Eh, I'd like to cancel my insurance, please.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Sears.

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

Speaker speaker_1: Eeh, four, four, eight, one.

Speaker speaker_0: 4481?

Speaker speaker_1: Yes.

Speaker speaker_0: First name?

Speaker speaker_1: Jonas.

Speaker speaker_0: Jonas? Last name?

Speaker speaker_1: Joseph.

Speaker speaker_0: Joseph?

Speaker speaker_1: Yes.

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

Speaker speaker_1: Eeh, can you repeat for me?

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

Speaker speaker_1: Eeh, 12-0-0-5-1-9-8-9.

Speaker speaker_0: And there's an address?

Speaker speaker_1: Eeh, eh, the address?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Eeh, 2-7-4-5 Steel Avenue, Columbus.

Speaker speaker_0: You are... I got that canceled for you, Mr. Joseph. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within, within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker_1: Eeh, two weeks to cancel and call back?

Speaker speaker_0: No, sir. I'm saying I canceled it today. It will take one to two weeks for the cancellation process, but after two weeks, you should not receive any more deductions.

Speaker speaker_1: Oh, okay. Okay. Thank- thank you.

Speaker speaker_0: No problem, Mr. Joseph. Thanks for calling Benefits in the Car, and I hope you have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Take care.