

## **Transcript: Malcolm**

**Nash-4919340663521280-6340711268433920**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Uh, yes, sir. Um, I was needing to cancel my plan. I already have insurance somewhere else and- I can understand- ... I had to sign up for something. All right. What staffing company do you work for? Serge. What's the last four of your social? Uh, 6035. You said 6035? Yes, 6035. Yes, sir. First name? Ashley. Last name? Sutherland. All right. For security purposes can you verify your address and date of birth for me? It's 215 Cedar Ridge Drive. My... And my, uh, date of birth is July the 24th, 1988. I need to see the zip code as well. It's, uh, Guntersville, Alabama and it... I think it's 35976. Thank you. So we got your phone number at 706-978-1012? Yes, sir. And the email is ash.sutherland30@gmail.com? Yes, sir. Thank you. I got... I got that declined for you, Ms. Ash Sutherland. Okay and- Can't help you any further today. ... I won't be... I won't be charged for it anymore, right? Sir, it doesn't look like there's ever been any deductions have been taken at all. Okay. All right. I was just making sure because I have insurance elsewhere. I understand. Was there anything else I can help you with today- today, Ms. Sutherland? Uh, n- no. No, thank you, Darwin. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of the day. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker\_2: Uh, yes, sir. Um, I was needing to cancel my plan. I already have insurance somewhere else and-

Speaker speaker\_1: I can

Speaker speaker\_3: understand-

Speaker speaker\_2: ... I had to sign up for something.

Speaker speaker\_1: All right. What staffing company do you work for?

Speaker speaker\_2: Serge.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: Uh, 6035.

Speaker speaker\_1: You said 6035?

Speaker speaker\_2: Yes, 6035. Yes, sir.

Speaker speaker\_1: First name?

Speaker speaker\_2: Ashley.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Sutherland.

Speaker speaker\_1: All right. For security purposes can you verify your address and date of birth for me?

Speaker speaker\_2: It's 215 Cedar Ridge Drive. My... And my, uh, date of birth is July the 24th, 1988.

Speaker speaker\_1: I need to see the zip code as well.

Speaker speaker\_2: It's, uh, Guntersville, Alabama and it... I think it's 35976.

Speaker speaker\_1: Thank you. So we got your phone number at 706-978-1012?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email is ash.sutherland30@gmail.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Thank you. I got... I got that declined for you, Ms. Ash Sutherland.

Speaker speaker\_2: Okay and-

Speaker speaker\_1: Can't help you any further today.

Speaker speaker\_2: ... I won't be... I won't be charged for it anymore, right?

Speaker speaker\_1: Sir, it doesn't look like there's ever been any deductions have been taken at all.

Speaker speaker\_2: Okay. All right. I was just making sure because I have insurance elsewhere.

Speaker speaker\_1: I understand. Was there anything else I can help you with today- today, Ms. Sutherland?

Speaker speaker\_2: Uh, n- no. No, thank you, Darwin. Thank you.

Speaker speaker\_1: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of the day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you.