

## Transcript: Malcolm

**Nash-4990327818338304-4504492928974848**

### Full Transcript

... benefits and the card. This is Malcolm, how can I help you? Uh, yes, Malcolm, this is Cody Knight. I was, uh, calling to, I want to get mine turned off. Do whatever I got to do to get mine turned off. But, uh- Uh, do you, do you mean decline insurance? Yeah. All right. What's the actual company you work for? I work for, uh, Hydro Gear. Give me the actual staff and company name. It's I-S-S... U. Yeah. And the last four of your social? Uh, four, two, four, one, four. One, four- Four, one, five, five. First name? Window. Last name? Knight. For security purposes, can you verify your address and date of birth for me? Yes. 810 Mechanic Street is my address and my date of birth is 12/18/1990. That's not the address that we have on file. Oh, shit. All right. Well, is it, uh... Just checking, okay, is it Seminary Street? Because I need- I needed to change that. But it don't matter if- You said it is? Seminary. South Seminary. The Street of Dreams? Yeah, I'm gonna need the full address. Uh, 417 South Seminary. It's hard to remember, I'm sorry. No, you're fine. I just needs you to verify the full address and then the city, state, and ZIP code. North Tyger Princeton, Kentucky, 42445. Thank you. All right. So you got phone number 270-777-7733? Yes, sir. And the email is codyknight205@gmail.com? Yes, sir. All right. So you want to cancel your coverage? Yes, sir. I got that canceled for you. Taking too much out of my... Mm-hmm. Mm-hmm. All right. Thank you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks but after two weeks you shouldn't see anything else. Okay. I appreciate it. Was there anything else I can help you with tonight, Mr. Knight? No, sir. Please file benefits and the card. Hope you have a great rest of your day. All right. Thank you. Mm-hmm.

### Conversation Format

Speaker speaker\_0: ... benefits and the card. This is Malcolm, how can I help you?

Speaker speaker\_1: Uh, yes, Malcolm, this is Cody Knight. I was, uh, calling to, I want to get mine turned off. Do whatever I got to do to get mine turned off. But, uh-

Speaker speaker\_0: Uh, do you, do you mean decline insurance?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. What's the actual company you work for?

Speaker speaker\_1: I work for, uh, Hydro Gear.

Speaker speaker\_0: Give me the actual staff and company name.

Speaker speaker\_1: It's I-S-S...

Speaker speaker\_0: U.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: Uh, four, two, four, one, four. One, four- Four, one, five, five.

Speaker speaker\_0: First name?

Speaker speaker\_1: Window.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Knight.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Yes. 810 Mechanic Street is my address and my date of birth is 12/18/1990.

Speaker speaker\_0: That's not the address that we have on file.

Speaker speaker\_1: Oh, shit. All right. Well, is it, uh... Just checking, okay, is it Seminary Street? Because I need- I needed to change that. But it don't matter if-

Speaker speaker\_0: You said it is?

Speaker speaker\_1: Seminary. South Seminary. The Street of Dreams?

Speaker speaker\_0: Yeah, I'm gonna need the full address.

Speaker speaker\_1: Uh, 417 South Seminary. It's hard to remember, I'm sorry.

Speaker speaker\_0: No, you're fine. I just needs you to verify the full address and then the city, state, and ZIP code.

Speaker speaker\_1: North Tyger Princeton, Kentucky, 42445.

Speaker speaker\_0: Thank you. All right. So you got phone number 270-777-7733?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email is codyknight205@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. So you want to cancel your coverage?

Speaker speaker\_1: Yes, sir.

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

Speaker speaker\_1: Taking too much out of my...

Speaker speaker\_0: Mm-hmm. Mm-hmm.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks but after two weeks you shouldn't see anything else.

Speaker speaker\_1: Okay. I appreciate it.

Speaker speaker\_0: Was there anything else I can help you with tonight, Mr. Knight?

Speaker speaker\_1: No, sir.

Speaker speaker\_0: Please file benefits and the card. Hope you have a great rest of your day.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Mm-hmm.