

Transcript: Malcolm

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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, Malcolm. Maybe you can help me. This is Gregory Lewis. I just got my, uh, uh, non-degree card from, uh, w- w- for Wagner Staffing. Mm-hmm. And I'm trying to just... And I'm trying to cancel all my plans that I have with y'all. With Wagner? Yeah. All right. What's the last four of your social? 0101. First name? Greg. Last name? Lewis. All right. For security purposes, can you verify your address and date of birth for me? Address is 334 Elizabeth Lane, Griffin, Georgia 30223. Date of birth is 7/2/67. Thank you. So wait, your phone number 470-402-6367? Yes, sir. Thank you. All right. I got that canceled for you Mr. Lewis. Please be advised the cancellation process does take one to two weeks. It is possible to see the deductions 2 weeks. After two weeks you shouldn't see anything else. So, okay. So y'all canceled all my policy? Yes, sir. Okay. That's, that's fine. That's what I was trying to do. Thank you, sir. No problem. Was there anything else I can help you with today, Mr. Lewis? No, that's it. All right. Well, thanks for calling Benefits in the Card. I hope you have a great weekend. Yes, sir.

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, Malcolm. Maybe you can help me. This is Gregory Lewis. I just got my, uh, uh, non-degree card from, uh, w- w- for Wagner Staffing.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I'm trying to just... And I'm trying to cancel all my plans that I have with y'all.

Speaker speaker_1: With Wagner?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. What's the last four of your social?

Speaker speaker_2: 0101.

Speaker speaker_1: First name?

Speaker speaker_2: Greg.

Speaker speaker_1: Last name?

Speaker speaker_2: Lewis.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Address is 334 Elizabeth Lane, Griffin, Georgia 30223. Date of birth is 7/2/67.

Speaker speaker_1: Thank you. So wait, your phone number 470-402-6367?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. All right. I got that canceled for you Mr. Lewis. Please be advised the cancellation process does take one to two weeks. It is possible to see the deductions 2 weeks. After two weeks you shouldn't see anything else.

Speaker speaker_2: So, okay. So y'all canceled all my policy?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. That's, that's fine. That's what I was trying to do. Thank you, sir.

Speaker speaker_1: No problem. Was there anything else I can help you with today, Mr. Lewis?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. Well, thanks for calling Benefits in the Card. I hope you have a great weekend.

Speaker speaker_2: Yes, sir.