

Transcript: Malcolm

Nash-5132447059853312-5276513416298496

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Yeah, I didn't sign up for this insurance and, uh, Serge told me to call in because I don't really need it. All right. What's the last four of your social? 2899. First name? Ronald. Last name? Jones. For security purposes, can you verify your address and date of birth for me? Okay. It's 48B Colonial Drive, Jeffersonville, Ohio 43128. 10/25- You did that right. 1971. Thank you. I got that cancel for 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. Thank you. No problem, Mr. Jones. You have a great- Bye. ... rest of your week. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_1: Yeah, I didn't sign up for this insurance and, uh, Serge told me to call in because I don't really need it.

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

Speaker speaker_1: 2899.

Speaker speaker_0: First name?

Speaker speaker_1: Ronald.

Speaker speaker_0: Last name?

Speaker speaker_1: Jones.

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

Speaker speaker_1: Okay. It's 48B Colonial Drive, Jeffersonville, Ohio 43128. 10/25-

Speaker speaker_0: You did that right.

Speaker speaker_1: 1971.

Speaker speaker_0: Thank you. I got that cancel for 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.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem, Mr. Jones. You have a great-

Speaker speaker_1: Bye.

Speaker speaker_0: ... rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Bye.

Speaker speaker_1: Bye-bye.