

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Car. This is Matt. How can I help you? Hi, sir. How are you doing? I'm doing good. How about you? Yeah, I'm good. Right. I need a thing for my insurance. What staffing company do you work for? What did you say? What staffing company do you work for? . I need the staffing company you work for, sir. Uh, first We Recruit. You say "sirs"? No, first We... Yeah, firs. Yeah, firs. I'm not understanding you, sir. You don't understand me? What do you say? What staffing company do you work for? What company I'm doing working? Hello? Yes, sir. Yeah. What did you say? I need the staffing company, sir. My staffing company is firs. Serge? Yeah, firs. F-E-R-T. All right. What's the last four of your social? My social? The last four. The last four number. Uh, 47774. You said "4774"? Yeah. First name? Uh, Falu. F-A-L- And last name? Falu. All right. For social security purposes, can you verify your address and date of birth for me? My address? 432 North Miami Avenue, Apartment 1H, Sidney, Ohio. My birthday? All right. One second. 12/26/1991. So you want me to cancel the coverage? Yeah, I need to cancel this. All right. Got that canceled for you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within two weeks, but after two weeks you shouldn't see anything else. Okay. Give me two weeks. Yes. Was there anything else that I can help you with today, Mr. Fal? Yeah. All right. What else did you need help with? No, that's good. All right. Then there's nothing else. Thanks for calling Benefits in the Car. I hope you have a great rest of your day. Okay. Thank you. Yeah. first they, they, they, they said can I send the message, they said my ID.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Matt. How can I help you?

Speaker speaker\_1: Hi, sir. How are you doing?

Speaker speaker\_0: I'm doing good. How about you?

Speaker speaker\_1: Yeah, I'm good. Right. I need a thing for my insurance.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: What did you say?

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: .

Speaker speaker\_0: I need the staffing company you work for, sir.

Speaker speaker\_1: Uh, *first* We Recruit.

Speaker speaker\_0: You say "sirs"?

Speaker speaker\_1: No, *first* We... Yeah, *firs*. Yeah, *firs*.

Speaker speaker\_0: I'm not understanding you, sir.

Speaker speaker\_1: You don't understand me? What do you say?

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: What company I'm doing working? Hello?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Yeah. What did you say?

Speaker speaker\_0: I need the staffing company, sir.

Speaker speaker\_1: My staffing company is *firs*.

Speaker speaker\_0: Serge?

Speaker speaker\_1: Yeah, *firs*. F-E-R-T.

Speaker speaker\_0: All right. What's the last four of your social?

Speaker speaker\_1: My social?

Speaker speaker\_0: The last four.

Speaker speaker\_1: The last four number. Uh, 47774.

Speaker speaker\_0: You said "4774"?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: First name?

Speaker speaker\_1: Uh, Falu. F-A-L-

Speaker speaker\_0: And last name?

Speaker speaker\_1: Falu.

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

Speaker speaker\_1: My address? 432 North Miami Avenue, Apartment 1H, Sidney, Ohio. My birthday? All right. One second. 12/26/1991.

Speaker speaker\_0: So you want me to cancel the coverage?

Speaker speaker\_1: Yeah, I need to cancel this.

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

Speaker speaker\_1: Okay. Give me two weeks.

Speaker speaker\_0: Yes. Was there anything else that I can help you with today, Mr. Fal?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. What else did you need help with?

Speaker speaker\_1: No, that's good.

Speaker speaker\_0: All right. Then there's nothing else. Thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker\_1: Okay. Thank you. Yeah. first they, they, they, they said can I send the message, they said my ID.