

Transcript: Malcolm

Nash-5241828395663360-5974871603363840

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling United Health Care. This is Malcolm, how can I help you? Hi. My name is Kaliyah. I was just trying to see if I could, um, cancel my insurance. What staff and company do you work for? Uh, Surge. What's the last four of your social? 4078. First name? K- Kaliyah. K-A-L-I-Y-A-H. Last name? W-H-I-T-T-E-D. For security purposes, can you verify your address and date of birth for me? Can you say my address? And date of birth? Uh, 7728 Catalpas Avenue in Indianapolis. And date of birth? 8-16-95. Thank you. I, I got that canceled for you, Miss Kaliyah. Okay, thank you. Make sure I can help you with anything. So I do have to let you know the cancellation process takes one to two weeks and it's possible to see deductions within those two weeks, so after two weeks you shouldn't see anything else. Okay, thank you. No problem. You have a great rest of your week. All right, you too. See you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling United Health Care. This is Malcolm, how can I help you?

Speaker speaker_2: Hi. My name is Kaliyah. I was just trying to see if I could, um, cancel my insurance.

Speaker speaker_1: What staff and company do you work for?

Speaker speaker_2: Uh, Surge.

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

Speaker speaker_2: 4078.

Speaker speaker_1: First name?

Speaker speaker_2: K- Kaliyah. K-A-L-I-Y-A-H.

Speaker speaker_1: Last name?

Speaker speaker_2: W-H-I-T-T-E-D.

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

Speaker speaker_2: Can you say my address?

Speaker speaker_1: And date of birth?

Speaker speaker_2: Uh, 7728 Catalpas Avenue in Indianapolis.

Speaker speaker_1: And date of birth?

Speaker speaker_2: 8-16-95.

Speaker speaker_1: Thank you. I, I got that canceled for you, Miss Kaliyah.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Make sure I can help you with anything. So I do have to let you know the cancellation process takes one to two weeks and it's possible to see deductions within those two weeks, so after two weeks you shouldn't see anything else.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. You have a great rest of your week.

Speaker speaker_2: All right, you too.

Speaker speaker_1: See you.