

Transcript: Malcolm

Nash-5305373590863872-4935350313598976

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, my name is Zakir Muhammad and I was trying to see if I'm already, like, opted out of it or anything? What staffing company do you work for? Uh, Federal Staffing. What's the last four of your social? 2103. Your first name? Zakir. Say that again, sir. Zakir is my first name. Z-A-K-I-R. V-... Could you slow that- No, V-... ... again, sir? V-A-K-I-R. V as in Victor? No, it's Z as in zebra. Okay. You said the last four is 2103? Mm-hmm. Are you a brand new hire? Uh, something like that, but not for real. I'm not, like, brand new anymore, but I was. Well, you're not showing up in our system. What's your full social? 144962103. Again, 144- 96- ... 96- ... 21- ... 21- ... 03. Three. All right. For security purposes, can you verify your address and date of birth for me? Uh, 2/11/94, uh, 1... Wait. 811 Beetsville Highway, Lilburn, Alabama, 36054, apartment B77. Thank you. So we got your phone number as 334-322-3899? Mm-hmm. And your email is zdeshaun@yahoo.com? Mm-hmm. Thank you. So I see where you called on the 17th to cancel your coverage. Oh, I was just wondering this 'cause I could just, uh, ignore the, uh, email, right? Yes, sir. You already got it canceled. You already called to cancel it. Okay. I was just wondering because they had sent me an email, so I wanted to make sure. Yes, sir. It will take one to two weeks for your cancellation. All right, thank you. No problem. You have a great day, Mr. Muhammad. Mm-hmm.

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, my name is Zakir Muhammad and I was trying to see if I'm already, like, opted out of it or anything?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, Federal Staffing.

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

Speaker speaker_2: 2103.

Speaker speaker_1: Your first name?

Speaker speaker_2: Zakir.

Speaker speaker_1: Say that again, sir.

Speaker speaker_2: Zakir is my first name. Z-A-K-I-R.

Speaker speaker_1: V-... Could you slow that-

Speaker speaker_2: No, V-...

Speaker speaker_1: ... again, sir?

Speaker speaker_2: V-A-K-I-R.

Speaker speaker_1: V as in Victor?

Speaker speaker_2: No, it's Z as in zebra.

Speaker speaker_1: Okay. You said the last four is 2103?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Are you a brand new hire?

Speaker speaker_2: Uh, something like that, but not for real. I'm not, like, brand new anymore, but I was.

Speaker speaker_1: Well, you're not showing up in our system. What's your full social?

Speaker speaker_2: 144962103.

Speaker speaker_1: Again, 144-

Speaker speaker_2: 96-

Speaker speaker_1: ... 96-

Speaker speaker_2: ... 21-

Speaker speaker_1: ... 21-

Speaker speaker_2: ... 03.

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

Speaker speaker_2: Uh, 2/11/94, uh, 1... Wait. 811 Beetsville Highway, Lilburn, Alabama, 36054, apartment B77.

Speaker speaker_1: Thank you. So we got your phone number as 334-322-3899?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And your email is zdeshaun@yahoo.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Thank you. So I see where you called on the 17th to cancel your coverage.

Speaker speaker_2: Oh, I was just wondering this 'cause I could just, uh, ignore the, uh, email, right?

Speaker speaker_1: Yes, sir. You already got it canceled. You already called to cancel it.

Speaker speaker_2: Okay. I was just wondering because they had sent me an email, so I wanted to make sure.

Speaker speaker_1: Yes, sir. It will take one to two weeks for your cancellation.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: No problem. You have a great day, Mr. Muhammad.

Speaker speaker_2: Mm-hmm.