

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, Malcolm. This is Bryce Sehman. I need to cancel my membership. What's that? What's the name you're here for? I'm Dorothy. Can we'll have four of your social? 0001. First name? Bryce, B-R-Y-C-E. Last name? Sehman, S-E-H-M-A-N. For security purposes, can you verify your address and date of birth for me? Yeah, um, uh, 1757, um, 360 I think it... I just moved. Ave, Spirit Lake, Iowa. And then my... And then you said date of birth, 11-26-73. So the address was wrong. Um. Oh, then it's 1575 360th Ad, Spirit Lake, Iowa. Sorry. Could you just verify with your full social? Yeah, 484330001. Thank you. So it's just the number was off by one. It was 260, not 360. Yeah. I just moved. That's fine. So I got that canceled 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, thanks. No problem, Mr. Bryce. Was there anything else I could help you with today? Uh, no, that'll be it. All right. Thanks for calling Benefits in a Card. I hope you have a great rest of your week now. Yeah, you too. Thank you. Thank you. Bye.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker\_1: Hi, Malcolm. This is Bryce Sehman. I need to cancel my membership.

Speaker speaker\_0: What's that? What's the name you're here for?

Speaker speaker\_1: I'm Dorothy.

Speaker speaker\_0: Can we'll have four of your social?

Speaker speaker\_1: 0001.

Speaker speaker\_0: First name?

Speaker speaker\_1: Bryce, B-R-Y-C-E.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Sehman, S-E-H-M-A-N.

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

Speaker speaker\_1: Yeah, um, uh, 1757, um, 360 I think it... I just moved. Ave, Spirit Lake, Iowa. And then my... And then you said date of birth, 11-26-73.

Speaker speaker\_0: So the address was wrong. Um.

Speaker speaker\_1: Oh, then it's 1575 360th Ad, Spirit Lake, Iowa.

Speaker speaker\_0: Sorry. Could you just verify with your full social?

Speaker speaker\_1: Yeah, 484330001.

Speaker speaker\_0: Thank you. So it's just the number was off by one. It was 260, not 360.

Speaker speaker\_1: Yeah. I just moved.

Speaker speaker\_0: That's fine. So I got that canceled 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, thanks.

Speaker speaker\_0: No problem, Mr. Bryce. Was there anything else I could help you with today?

Speaker speaker\_1: Uh, no, that'll be it.

Speaker speaker\_0: All right. Thanks for calling Benefits in a Card. I hope you have a great rest of your week now.

Speaker speaker\_1: Yeah, you too. Thank you.

Speaker speaker\_0: Thank you. Bye.