

Transcript: Malcolm

Nash-5536497866326016-5026747558871040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits on a card. This is Malcolm. How can I help you? Hi. My name's Nakiya Baker and I need to, I need you guys to stop taking money out of my check, so I need to cancel my insurance with you guys. What staffing company do you work for? Serge. I don't -- I never gave you guys permission to start taking money out of my check for insurance, so I don't know why it was due. What's the last four of your social, sir? 6278. First name. Nakiya. Say again? Nakiya. Last name. Baker. All right. For security purposes, can you verify your address and date of birth for me? 822 North Elizabeth Street, Lima, Ohio, 45801, 2-18-1985. Thank you. So unfortunately, Mr. Baker, I'm not able to de- uh, delete your... or cancel your coverage because it's court-ordered and we need permission from the court in order to get that canceled. Oh, that's from the court? Yes, sir. Oh. Okay, thank you. No problem, Mr. Baker. Was there-

Conversation Format

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

Speaker speaker_1: ... benefits on a card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. My name's Nakiya Baker and I need to, I need you guys to stop taking money out of my check, so I need to cancel my insurance with you guys.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Serge. I don't -- I never gave you guys permission to start taking money out of my check for insurance, so I don't know why it was due.

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

Speaker speaker_2: 6278.

Speaker speaker_1: First name.

Speaker speaker_2: Nakiya.

Speaker speaker_1: Say again?

Speaker speaker_2: Nakiya.

Speaker speaker_1: Last name.

Speaker speaker_2: Baker.

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

Speaker speaker_2: 822 North Elizabeth Street, Lima, Ohio, 45801, 2-18-1985.

Speaker speaker_1: Thank you. So unfortunately, Mr. Baker, I'm not able to de- uh, delete your... or cancel your coverage because it's court-ordered and we need permission from the court in order to get that canceled.

Speaker speaker_2: Oh, that's from the court?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Oh. Okay, thank you.

Speaker speaker_1: No problem, Mr. Baker. Was there-