

Transcript: Malcolm

Nash-5544698413793280-6596229888163840

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Yes, um, I am calling... I work at a Surge Staff, through Surge Staffing, and I got a, um, insurance card and they told me to call you guys. I don't need any insurance. Okay. So you work for Surge? Yeah, work at Surge. And, uh- What's your last four of your Social? 0106. Last name? I'm sorry? Your first name? Shannon. Did you say Cannon? Shannon. S-H- Okay. Your last name? Aylif. A-Y-L-I, F as in Fred, F as in Fred, D. All right. For security purposes, can you verify your address and date of birth for me? 205 West Locus, Newark, Ohio 12269 is my birthday. Address is 205 West Locus, Newark, Ohio 43055. My birthday is December 28, 1969. Thank you, miss. Could we get your phone number, 740-334-1827? Yes, sir. And then we got a good email is first name, last name... Oh, wait. Last name, first name at gmail.com? Yeah. Yeah. Thank you. I got that canceled for you, Miss Shannon. Please be advised- Okay. ... 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. So how much are you guys going to take out of my check? It's \$15.16. For a week? Yes, ma'am. Oh my God. Oh, yeah. Bye. Thank you. No problem, miss.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_2: Yes, um, I am calling... I work at a Surge Staff, through Surge Staffing, and I got a, um, insurance card and they told me to call you guys. I don't need any insurance.

Speaker speaker_1: Okay. So you work for Surge?

Speaker speaker_2: Yeah, work at Surge

Speaker speaker_3: And, uh-

Speaker speaker_1: What's your last four of your Social?

Speaker speaker_2: 0106.

Speaker speaker_1: Last name?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Your first name?

Speaker speaker_2: Shannon.

Speaker speaker_1: Did you say Cannon?

Speaker speaker_2: Shannon. S-H-

Speaker speaker_1: Okay. Your last name?

Speaker speaker_2: Aylif. A-Y-L-I, F as in Fred, F as in Fred, D.

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

Speaker speaker_2: 205 West Locus, Newark, Ohio 12269 is my birthday. Address is 205 West Locus, Newark, Ohio 43055. My birthday is December 28, 1969.

Speaker speaker_1: Thank you, miss. Could we get your phone number, 740-334-1827?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And then we got a good email is first name, last name... Oh, wait. Last name, first name at gmail.com?

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: Thank you. I got that canceled for you, Miss Shannon. Please be advised-

Speaker speaker_2: Okay.

Speaker speaker_1: ... 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_2: Okay. So how much are you guys going to take out of my check?

Speaker speaker_1: It's \$15.16.

Speaker speaker_2: For a week?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Oh my God. Oh, yeah. Bye. Thank you.

Speaker speaker_1: No problem, miss.