

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is ... How can I help you? Yeah, this is Deidre Castanon. I'm calling because, um, I work at the resource place and I was going to put insurance but I don't want it anymore, none of the insurance, before it's time for me to start paying for it. All right. What's the last four of your social? 6877. First name? Deidra. Okay. For security purposes, can you verify your address and date of birth for me? 257 Carolina Lane, Lillowen, North Carolina, 27299, 10-17-84. Do you need a date of birth? 10-17-84. Thank you. So you got a good phone number, 336-300-5822? Yes. And if your email is vinci... nietta- Dede Canson- ... 19-84. ... 1984 gmail.com. All right. I got that canceled for you, Ms. Canson. Was anything else I can help you with today? Even the dental and everything's canceled, everything? Yes, ma'am. I canceled everything. Yeah, I canceled it because the job's only for, like, five months and it was not worth it. I understand. Was there anything else I can help you with today, Ms. Deidre? No, that'll be all. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great weekend. You too. All right. Bye-bye. Thank you. Bye.

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 Car. This is ... How can I help you?

Speaker speaker_2: Yeah, this is Deidre Castanon. I'm calling because, um, I work at the resource place and I was going to put insurance but I don't want it anymore, none of the insurance, before it's time for me to start paying for it.

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

Speaker speaker_2: 6877.

Speaker speaker_1: First name?

Speaker speaker_2: Deidra.

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

Speaker speaker_2: 257 Carolina Lane, Lillowen, North Carolina, 27299, 10-17-84.

Speaker speaker_1: Do you need a date of birth?

Speaker speaker_2: 10-17-84.

Speaker speaker_1: Thank you. So you got a good phone number, 336-300-5822?

Speaker speaker_2: Yes.

Speaker speaker_1: And if your email is vinci... nietta-

Speaker speaker_2: Dede Canson-

Speaker speaker_1: ... 19-84.

Speaker speaker_2: ... 1984 gmail.com.

Speaker speaker_1: All right. I got that canceled for you, Ms. Canson. Was anything else I can help you with today?

Speaker speaker_2: Even the dental and everything's canceled, everything?

Speaker speaker_1: Yes, ma'am. I canceled everything.

Speaker speaker_2: Yeah, I canceled it because the job's only for, like, five months and it was not worth it.

Speaker speaker_1: I understand. Was there anything else I can help you with today, Ms. Deidre?

Speaker speaker_2: No, that'll be all. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great weekend.

Speaker speaker_2: You too. All right. Bye-bye.

Speaker speaker_1: Thank you. Bye.