

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits and Card. This is Malcolm, how can I help you? Hey, I was, uh, on hold with, with a representative and I accidentally lost the call. So, um, I don't know. If you look up my information, can you see who I was holding with? Uh, let's see. Um- What's your name? Enyaw. E-N-Y-A-W T-H-E B-E-R-G-E. You said Enya? Enyaw. E-N-Y-A-W. Wayne backwards. And I was trying to get this, uh, insurance canceled 'cause I requested that it be canceled as of the 29th and it has not been. I've now been told that it will not be able to be canceled and I'm like, "No, that is not the correct answer." So I need somebody that will be able to cancel this policy. What staff member are you responding to? MAU in Augusta, Georgia through Kimberly-Clark. What's the last four of your social? 9772. And what was your first name one more time? Enyaw. E-N-Y-A-W. Okay. For security purposes, can you verify your address and date of birth for me? Uh, 2448 Juniper Drive, Augusta, Georgia 30006. Date of birth, 10/12/64. Uh, email, hazelnut1818@gmail.com. Thank you. Ma'am, if I put you on a brief hold? Okay, yeah, and I'm not gonna answer my phone at all 'cause I don't want to lose you because I'm on my break and I don't have a whole lot of time. Thank you. Thank you so much. I appreciate your help. Are you there with Taylor? Hello? Sir, I appreciate you b- being on hold. I'm just letting you know we're reviewing a phone call right now, the one from the 29th, and I will be back with you as soon as the call is reviewed. Okay. I just need this canceled so I'm, whatever I need to do to make that happen. I mean, if I have to get an attorney, I will. Yeah. Okay. Thank you, ma'am. If I put you on a brief hold while we re-continue to review the call? Yeah, I'll give you three days to pay for something I don't want. Ma'am, if I put you on a brief hold, are we still reviewing the call, ma'am? Yeah, Yes. Yes. Thank you. Are you there with Taylor? Yes. All right. So what's going to have to happen, my supervisor's refus- reviewing the call now and they're going to have to give you a call back once they're, they're done reviewing the call to give you an update. Okay well, I'm at work so I won't be able to receive a call until like about 9:00 this evening. So if, if you don't answer the phone, I'm most, most likely they'll leave you a voicemail giving you an update. Okay. I should, um, well, the only update I will accept is if it's canceled because- All right, Miss Taylor. ... as soon as I listen, I will assume if it's not, because you cannot continue to take my money. I do not want your services. Thank you. Have a good day. You too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits and Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hey, I was, uh, on hold with, with a representative and I accidentally lost the call. So, um, I don't know. If you look up my information, can you see who I was holding with?

Speaker speaker_0: Uh, let's see.

Speaker speaker_1: Um-

Speaker speaker_0: What's your name?

Speaker speaker_1: Enyaw. E-N-Y-A-W T-H-E B-E-R-G-E.

Speaker speaker_0: You said Enya?

Speaker speaker_1: Enyaw. E-N-Y-A-W. Wayne backwards. And I was trying to get this, uh, insurance canceled 'cause I requested that it be canceled as of the 29th and it has not been. I've now been told that it will not be able to be canceled and I'm like, "No, that is not the correct answer." So I need somebody that will be able to cancel this policy.

Speaker speaker_0: What staff member are you responding to?

Speaker speaker_1: MAU in Augusta, Georgia through Kimberly-Clark.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 9772.

Speaker speaker_0: And what was your first name one more time?

Speaker speaker_1: Enyaw. E-N-Y-A-W.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, 2448 Juniper Drive, Augusta, Georgia 30006. Date of birth, 10/12/64. Uh, email, hazelnut1818@gmail.com.

Speaker speaker_0: Thank you. Ma'am, if I put you on a brief hold?

Speaker speaker_1: Okay, yeah, and I'm not gonna answer my phone at all 'cause I don't want to lose you because I'm on my break and I don't have a whole lot of time.

Speaker speaker_0: Thank you.

Speaker speaker_1: Thank you so much. I appreciate your help.

Speaker speaker_0: Are you there with Taylor?

Speaker speaker_1: Hello?

Speaker speaker_0: Sir, I appreciate you b- being on hold. I'm just letting you know we're reviewing a phone call right now, the one from the 29th, and I will be back with you as soon as the call is reviewed.

Speaker speaker_1: Okay. I just need this canceled so I'm, whatever I need to do to make that happen. I mean, if I have to get an attorney, I will. Yeah.

Speaker speaker_0: Okay. Thank you, ma'am. If I put you on a brief hold while we re-continue to review the call?

Speaker speaker_1: Yeah, I'll give you three days to pay for something I don't want.

Speaker speaker_0: Ma'am, if I put you on a brief hold, are we still reviewing the call, ma'am?

Speaker speaker_1: Yeah,

Speaker speaker_3: Yes. Yes.

Speaker speaker_0: Thank you. Are you there with Taylor?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So what's going to have to happen, my supervisor's refusing the call now and they're going to have to give you a call back once they're, they're done reviewing the call to give you an update.

Speaker speaker_1: Okay well, I'm at work so I won't be able to receive a call until like about 9:00 this evening.

Speaker speaker_0: So if, if you don't answer the phone, I'm most, most likely they'll leave you a voicemail giving you an update.

Speaker speaker_1: Okay. I should, um, well, the only update I will accept is if it's canceled because-

Speaker speaker_0: All right, Miss Taylor.

Speaker speaker_1: ... as soon as I listen, I will assume if it's not, because you cannot continue to take my money. I do not want your services. Thank you. Have a good day.

Speaker speaker_0: You too. Thank you.