

## Transcript: Malcolm

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### Full Transcript

... gonna face... in the card. This is Malcolm, how can I help you? Hey. Um, I just started working at a factory through Surge and I wanted to call and like, um, they told me- You tried to scam us? ... to cancel. Yeah, through Surge. Mm-hmm. Okay. What's the last four of your social? 8783. First name? Kody with a K. Last name? King. All right. For security purposes, can you verify your address and date of birth for me? Yeah. May 4th, 2005 and 317 Wall Avenue, Cambridge, Ohio. That's not the address that we have on file. Um... Uh, I told her to update it when I was there, let's see. It could be this other one, gimme a second. Mm-hmm. Um... One minute here. That's fine. So, the other address would be 152 Glen Highway, I think. Yes, sir. And then I need to see the zip code. 43725. Yes. Yeah, your phone number is 705-3400. Yes, sir. And then a good email is kzzzstephan@yahoo.com? Yup. That's my email. All right. Yeah. So it looks like they actually... they had already got you enrolled. I canceled it for you. It doesn't look like any deductions were taken, but it is possible to see deductions within the two weeks. After two weeks, you shouldn't see anything else. Oh, you... Yeah, you sh- you can't cancel it, uh, right away so that it doesn't deduct them? It doesn't... It always takes two weeks for the cancellation process. I wouldn't be able to expedite it. But like I said, it looks like they had already started it. It's what was supposed to start, but they never took any deductions. I was just letting you know- Oh, I told her not... Yeah, I told her not to. So it's gonna deduct me for insurance that I'm not getting? No, sir. I'm saying it is possible to see deductions within the next two weeks. You haven't seen anything. Oh. But if you do see deductions, it will only be two. And after two weeks, you will no longer see anything. Okay. All right. Thanks for canceling it. Have a good one. No problem. You too, Mr. Kody. Thank you. Bye.

### Conversation Format

Speaker speaker\_0: ... gonna face... in the card. This is Malcolm, how can I help you?

Speaker speaker\_1: Hey. Um, I just started working at a factory through Surge and I wanted to call and like, um, they told me-

Speaker speaker\_0: You tried to scam us?

Speaker speaker\_1: ... to cancel. Yeah, through Surge.

Speaker speaker\_0: Mm-hmm. Okay. What's the last four of your social?

Speaker speaker\_1: 8783.

Speaker speaker\_0: First name?

Speaker speaker\_1: Kody with a K.

Speaker speaker\_0: Last name?

Speaker speaker\_1: King.

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

Speaker speaker\_1: Yeah. May 4th, 2005 and 317 Wall Avenue, Cambridge, Ohio.

Speaker speaker\_0: That's not the address that we have on file.

Speaker speaker\_1: Um... Uh, I told her to update it when I was there, let's see. It could be this other one, gimme a second.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um... One minute here.

Speaker speaker\_0: That's fine.

Speaker speaker\_1: So, the other address would be 152 Glen Highway, I think.

Speaker speaker\_0: Yes, sir. And then I need to see the zip code.

Speaker speaker\_1: 43725.

Speaker speaker\_0: Yes. Yeah, your phone number is 705-3400.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And then a good email is kzzzstephan@yahoo.com?

Speaker speaker\_1: Yup. That's my email.

Speaker speaker\_0: All right.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So it looks like they actually... they had already got you enrolled. I canceled it for you. It doesn't look like any deductions were taken, but it is possible to see deductions within the two weeks. After two weeks, you shouldn't see anything else.

Speaker speaker\_1: Oh, you... Yeah, you sh- you can't cancel it, uh, right away so that it doesn't deduct them?

Speaker speaker\_0: It doesn't... It always takes two weeks for the cancellation process. I wouldn't be able to expedite it. But like I said, it looks like they had already started it. It's what was supposed to start, but they never took any deductions. I was just letting you know-

Speaker speaker\_1: Oh, I told her not... Yeah, I told her not to. So it's gonna deduct me for insurance that I'm not getting?

Speaker speaker\_0: No, sir. I'm saying it is possible to see deductions within the next two weeks. You haven't seen anything.

Speaker speaker\_1: Oh.

Speaker speaker\_0: But if you do see deductions, it will only be two. And after two weeks, you will no longer see anything.

Speaker speaker\_1: Okay. All right. Thanks for canceling it. Have a good one.

Speaker speaker\_0: No problem. You too, Mr. Kody. Thank you.

Speaker speaker\_1: Bye.