

## **Transcript: Malcolm**

**Nash-5862086291537920-5478246070927360**

### **Full Transcript**

Hey, from Benefits on the Card, this is Malcolm. How can I help you? Hi. I was calling to cancel my insurance. What fashion company do you work for? Um, WorkSmart. The last four of your social? Uh, 0423. First name? Diamond Alakanda. My first name is spelled D-Y-N-O and D. Give me one moment. Okay. For security purposes, can you verify your address and date of birth for me? Oh, it's going to be 230 Pelham Road, Apartment 35, Greenville, South Carolina, 29615. Um, my birthday is April 29th, 1995. Thank you. So which security card on the 29th did cancel your coverage, on 1/29? Yeah. Yeah, I was trying to make sure because they just sent me another card in the mail this weekend, and I wanted to make sure it come. And then I noticed they still taking money out of my check with that insurance, so I was just trying to call to make sure it's completely canceled. Let's see. Ma'am, can I put you on a brief hold? Yeah, you're fine. We have you currently. Yes, I'm still here. Are you still receiving those deductions? Yes, and I canceled the whole service. I understand. So what I'm gonna have to do, I'm gonna have to send a requested document email to you, where you're gonna have to send us proof that those- Okay. ... deductions did happen. And then we can send it to the back office to investigate and see why you're still receiving those deductions. But on our end, it shows you've covered ended on February 3rd. You said February 3rd? Okay, so, yeah, 'cause I canceled. I didn't want that, um, vision insurance. I didn't want none of the insurance no more, because around that time I was sick and they kept saying it's pending and I don't have time. And I really just need glasses, mostly. Yes. I'm sorry? I said I couldn't hear- Um- ... anything you were saying. You were breaking up really bad. Oh, I'm sorry. I was saying, like, I canceled it because the insurance wasn't... like it was always pending every time I went to the doctor and I just got tired of dealing with all of it. Yeah. I'm trying to put you on my other headphones. Um, hold on, hold on. If you still can hear me, hold on, let me switch to my other headphones 'cause I'm at work right now. Can you hear me better? Can you hear me better now? Hello? Hello? Hello? Hello? Hello? Hello?

### **Conversation Format**

Speaker speaker\_0: Hey, from Benefits on the Card, this is Malcolm. How can I help you?

Speaker speaker\_1: Hi. I was calling to cancel my insurance.

Speaker speaker\_0: What fashion company do you work for?

Speaker speaker\_1: Um, WorkSmart.

Speaker speaker\_0: The last four of your social?

Speaker speaker\_1: Uh, 0423.

Speaker speaker\_0: First name?

Speaker speaker\_1: Diamond Alakanda. My first name is spelled D-Y-N-O and D.

Speaker speaker\_0: Give me one moment. Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Oh, it's going to be 230 Pelham Road, Apartment 35, Greenville, South Carolina, 29615. Um, my birthday is April 29th, 1995.

Speaker speaker\_0: Thank you. So which security card on the 29th did cancel your coverage, on 1/29?

Speaker speaker\_1: Yeah. Yeah, I was trying to make sure because they just sent me another card in the mail this weekend, and I wanted to make sure it come. And then I noticed they still taking money out of my check with that insurance, so I was just trying to call to make sure it's completely canceled.

Speaker speaker\_0: Let's see. Ma'am, can I put you on a brief hold?

Speaker speaker\_1: Yeah, you're fine.

Speaker speaker\_0: We have you currently.

Speaker speaker\_1: Yes, I'm still here.

Speaker speaker\_0: Are you still receiving those deductions?

Speaker speaker\_1: Yes, and I canceled the whole service.

Speaker speaker\_0: I understand. So what I'm gonna have to do, I'm gonna have to send a requested document email to you, where you're gonna have to send us proof that those-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... deductions did happen. And then we can send it to the back office to investigate and see why you're still receiving those deductions. But on our end, it shows you've covered ended on February 3rd.

Speaker speaker\_1: You said February 3rd? Okay, so, yeah, 'cause I canceled. I didn't want that, um, vision insurance. I didn't want none of the insurance no more, because around that time I was sick and they kept saying it's pending and I don't have time. And I really just need glasses, mostly.

Speaker speaker\_0: Yes.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: I said I couldn't hear-

Speaker speaker\_1: Um-

Speaker speaker\_0: ... anything you were saying. You were breaking up really bad.

Speaker speaker\_1: Oh, I'm sorry. I was saying, like, I canceled it because the insurance wasn't... like it was always pending every time I went to the doctor and I just got tired of dealing with all of it. Yeah. I'm trying to put you on my other headphones. Um, hold on, hold on. If you still can hear me, hold on, let me switch to my other headphones 'cause I'm at work right now. Can you hear me better? Can you hear me better now? Hello? Hello? Hello? Hello? Hello? Hello?