

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 Malcolm. How can I help you? Hey, yes, Malcolm. This is Gregory Lewis and I'm calling you all because I have canceled my plan and they are still taking, uh, money out my check. Okay. So which staffing company do you work for? Wagner. What's the last four of your social? 0101. First name? Gregory. Last name? Lewis. For security purposes, can you verify your address and date of birth for me? 334 Elizabeth Lane, Griffin, Georgia, 30223. 7267. Okay. So your phone number is 470-402-6367? Correct. Mm, there's no email file. Would you like to add an email? No, sir. Okay, all right, cool. I just want to cancel that. I, I've been trying to cancel... I canceled it, like, last month. So you already, you already canceled it, sir. I'm seeing on 11/22 that you called in. Yeah, yeah, yeah. So you, that is a part of... It, it's been canceled since 11/22. So it, it does take one to two weeks for the cancellation process and this will be the second week, sir. So you shouldn't receive any more deductions. Okay. Thank you. No problem, Mr. Lewis. Was there any more, anything else I can help you with today? No, sir. That's it. Thanks for calling Benefits in the Car. I hope you have a great weekend, man. All right. Thank you too. Thank you.

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 Malcolm. How can I help you?

Speaker speaker_2: Hey, yes, Malcolm. This is Gregory Lewis and I'm calling you all because I have canceled my plan and they are still taking, uh, money out my check.

Speaker speaker_1: Okay. So which staffing company do you work for?

Speaker speaker_2: Wagner.

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

Speaker speaker_2: 0101.

Speaker speaker_1: First name?

Speaker speaker_2: Gregory.

Speaker speaker_1: Last name?

Speaker speaker_2: Lewis.

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

Speaker speaker_2: 334 Elizabeth Lane, Griffin, Georgia, 30223. 7267.

Speaker speaker_1: Okay. So your phone number is 470-402-6367?

Speaker speaker_2: Correct.

Speaker speaker_1: Mm, there's no email file. Would you like to add an email?

Speaker speaker_2: No, sir.

Speaker speaker_1: Okay, all right, cool.

Speaker speaker_2: I just want to cancel that. I, I've been trying to cancel... I canceled it, like, last month.

Speaker speaker_1: So you already, you already canceled it, sir. I'm seeing on 11/22 that you called in.

Speaker speaker_2: Yeah, yeah, yeah.

Speaker speaker_1: So you, that is a part of... It, it's been canceled since 11/22. So it, it does take one to two weeks for the cancellation process and this will be the second week, sir. So you shouldn't receive any more deductions.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem, Mr. Lewis. Was there any more, anything else I can help you with today?

Speaker speaker_2: No, sir. That's it.

Speaker speaker_1: Thanks for calling Benefits in the Car. I hope you have a great weekend, man.

Speaker speaker_2: All right. Thank you too.

Speaker speaker_1: Thank you.