

## **Transcript: Malcolm**

**Nash-6051356901556224-6728873765421056**

### **Full Transcript**

This is Benefits in the Card, this is Malcolm. How can I help you? Um, how you doing? This, This is Michael Cathey and I was calling 'cause I just got an email from your house saying my daughter, um, is, is on my insurance and I'm trying to cancel it. What staffing company you work for? Savage. Slash for your social. 7714. You said 7714? Yes, sir. First name? Michael. Last name? Cathey. And for security purposes can you verify your address and date of birth for me? Date of birth's 2/13/86. My address, I think 202 202 North 16th, I think. Yeah, and I need the city, state, your zip code. 445... 4374. And the city and state? Uh, Richmond, Richmond, Indiana. Thank you. So we got a good phone number, 765-580-8955? Yes, sir. Did you say no sir or yes sir? Yeah, I said yes, sir. Okay. And the email is kikij1128@gmail.com? Yes, sir. Okay. And you said you wanted to cancel your insurance? Uh, with, with her on it. So unfortunately I wouldn't be able to cancel it 'cause it's court ordered. We'd need permission from the court in order to cancel the coverage. All right. How much that total up to be my check? So it looks like \$65.59 a week. Hmm. Oh. Okay, I'll call down there. All right. Well, was there anything else I can help you with today, Mr. Cathey? No, sir. Well, if there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: This is Benefits in the Card, this is Malcolm. How can I help you?

Speaker speaker\_1: Um, how you doing? This, This is Michael Cathey and I was calling 'cause I just got an email from your house saying my daughter, um, is, is on my insurance and I'm trying to cancel it.

Speaker speaker\_0: What staffing company you work for?

Speaker speaker\_1: Savage.

Speaker speaker\_0: Slash for your social.

Speaker speaker\_1: 7714.

Speaker speaker\_0: You said 7714?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: First name?

Speaker speaker\_1: Michael.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Cathey.

Speaker speaker\_0: And for security purposes can you verify your address and date of birth for me?

Speaker speaker\_1: Date of birth's 2/13/86. My address, I think 202 202 North 16th, I think.

Speaker speaker\_0: Yeah, and I need the city, state, your zip code.

Speaker speaker\_1: 445... 4374.

Speaker speaker\_0: And the city and state?

Speaker speaker\_1: Uh, Richmond, Richmond, Indiana.

Speaker speaker\_0: Thank you. So we got a good phone number, 765-580-8955?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Did you say no sir or yes sir?

Speaker speaker\_1: Yeah, I said yes, sir.

Speaker speaker\_0: Okay. And the email is kikij1128@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. And you said you wanted to cancel your insurance?

Speaker speaker\_1: Uh, with, with her on it.

Speaker speaker\_0: So unfortunately I wouldn't be able to cancel it 'cause it's court ordered. We'd need permission from the court in order to cancel the coverage.

Speaker speaker\_1: All right. How much that total up to be my check?

Speaker speaker\_0: So it looks like \$65.59 a week. Hmm.

Speaker speaker\_1: Oh. Okay, I'll call down there.

Speaker speaker\_0: All right. Well, was there anything else I can help you with today, Mr. Cathey?

Speaker speaker\_1: No, sir.

Speaker speaker\_0: Well, if there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.