

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is Malcolm. How can I help you? Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? You need Spanish? Yeah, Spanish. Give me one moment. Okay. . . 2011. 2000. I'm only 29 years old. I haven't done anything. Hello. Good morning. Thank you for calling Benefits in the Car. My name is Perla. Who am I speaking to? Hello. With René Garza. To cancel my insurance, please. Okay. What is the agency that you work for? Uh, this is Surge. And the last four numbers of your insurance? The last four numbers of my social security are 5695. Okay. May I repeat your last name, please? Uh, René Garza. Sorry, what? René Garza. With a Z. Okay. And your address and birthdate, please? My address is 2102 Cave City Avenue, Cincinnati. I have another address on file. No, the address has changed because we moved not too long ago. What was the previous address? I don't really know it. Man, what was the previous address where we lived? Avenue what? Avenue of Hailey's? 4142. 4242. Okay. And your birthdate, please? My date of birth? Wait. 05/09/2000. Okay. I have your phone number as 513-403-4446. Yes, that's correct. And I have your email as harry.castillo93@icloud.com? Harry.castillo93, yes, that's correct. You're telling me you want to cancel, right? Yes, I want to cancel the insurance. The cancellations take between one and two weeks to process. You may see a reduction of one or two more, but usually, it's two. Okay, no problem. Thank you very much. You're welcome. Have a good day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: This is Malcolm. How can I help you? Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? You need Spanish?

Speaker speaker_2: Yeah, Spanish.

Speaker speaker_1: Give me one moment.

Speaker speaker_2: Okay. . . 2011. 2000. I'm only 29 years old. I haven't done anything.

Speaker speaker_3: Hello. Good morning. Thank you for calling Benefits in the Car. My name is Perla. Who am I speaking to?

Speaker speaker_2: Hello. With René Garza. To cancel my insurance, please.

Speaker speaker_3: Okay. What is the agency that you work for?

Speaker speaker_2: Uh, this is Surge.

Speaker speaker_3: And the last four numbers of your insurance?

Speaker speaker_2: The last four numbers of my social security are 5695.

Speaker speaker_3: Okay. May I repeat your last name, please?

Speaker speaker_2: Uh, René Garza.

Speaker speaker_3: Sorry, what?

Speaker speaker_2: René Garza. With a Z.

Speaker speaker_3: Okay. And your address and birthdate, please?

Speaker speaker_2: My address is 2102 Cave City Avenue, Cincinnati.

Speaker speaker_3: I have another address on file.

Speaker speaker_1: No, the address has changed because we moved not too long ago.

Speaker speaker_3: What was the previous address?

Speaker speaker_1: I don't really know it. Man, what was the previous address where we lived? Avenue what? Avenue of Hailey's? 4142. 4242.

Speaker speaker_3: Okay. And your birthdate, please?

Speaker speaker_1: My date of birth? Wait. 05/09/2000.

Speaker speaker_3: Okay. I have your phone number as 513-403-4446.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_3: And I have your email as harry.castillo93@icloud.com?

Speaker speaker_1: [Harry.castillo93](mailto:harry.castillo93@icloud.com), yes, that's correct.

Speaker speaker_3: You're telling me you want to cancel, right?

Speaker speaker_1: Yes, I want to cancel the insurance.

Speaker speaker_3: The cancellations take between one and two weeks to process. You may see a reduction of one or two more, but usually, it's two.

Speaker speaker_1: Okay, no problem. Thank you very much.

Speaker speaker_3: You're welcome. Have a good day.

Speaker speaker_1: You too.