

## **Transcript: Malcolm**

**Nash-6212170850713600-6729079258038272**

### **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? Good morning. My name is Bazin Victorian. I'm just calling to cancel my insurance. I'm working for Surge. All right. Are you, uh, are you canceling insurance or are you declining insurance? To cancel. Right. What's the last four of your social? It's 10-17. First name? Bazin. Last name? Victorian. All right. For security purposes, can you verify your address and date of birth for me? Uh, my date of birth is September 14th, 1952. Thank you. And address is 3-0 Lagonda Avenue. The ZIP code is 4-5-5-0-3. Thank you. So we got your phone number, 954-513-3- uh, 8369? Correct. And your email is bvictorian52@gmail.com? Right. Thank you. So I got that canceled for you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks, you shouldn't have seen anything else. Nothing else. Thank you so much. No problem. Was there anything else I could help you with today? No, it's okay. That's all. All right. Thanks for calling Benefits in the Car. I hope you have a great day. All right. 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: Good morning. My name is Bazin Victorian. I'm just calling to cancel my insurance. I'm working for Surge.

Speaker speaker\_1: All right. Are you, uh, are you canceling insurance or are you declining insurance?

Speaker speaker\_2: To cancel.

Speaker speaker\_1: Right. What's the last four of your social?

Speaker speaker\_2: It's 10-17.

Speaker speaker\_1: First name?

Speaker speaker\_2: Bazin.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Victorian.

Speaker speaker\_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Uh, my date of birth is September 14th, 1952.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: And address is 3-0 Lagonda Avenue. The ZIP code is 4-5-5-0-3.

Speaker speaker\_1: Thank you. So we got your phone number, 954-513-3- uh, 8369?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And your email is bvictorian52@gmail.com?

Speaker speaker\_2: Right.

Speaker speaker\_1: Thank you. So I got that canceled for you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks, you shouldn't have seen anything else.

Speaker speaker\_2: Nothing else. Thank you so much.

Speaker speaker\_1: No problem. Was there anything else I could help you with today?

Speaker speaker\_2: No, it's okay. That's all.

Speaker speaker\_1: All right. Thanks for calling Benefits in the Car. I hope you have a great day.

Speaker speaker\_2: All right. You too.

Speaker speaker\_1: Thank you.