

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the card. This is Malcolm, how can I help you? Yes, sir. Hey, my name is Thierry Fumbabedi. I want to take off those benefit in my, my... I'm not no, I'm not, no longer interested in this. I want to take it off as well. What's that number, I'm sorry, what was? I work, I work for Surge. And what's the last four of your phone? Surge Tech. It's 1311. What's your first name? Thierry, T-h-i-e-r-y. Say that one more time. Thierry, my first name is Thierry. Last name? Fumbabedi. All right, for security purposes, can you verify your address and date of birth for me? My address it's 2121 Windy Hill, Marietta, and, uh, my date of birth is April 3rd, 1997. Thank you. So we got your phone number 770-856-6071? Mm-hmm. And then your email is denzelpro2@icloud.com? Yes, sir. Thank you. All right. That, that cancels for you, Mr. Abidi. Was there anything else I could help you with today? Nope. Thank you so much. So please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks. After two weeks you shouldn't see anything else. Um, all right. All right. Thank you. Thanks. No problem. You have a great week. You too. Bye.

Conversation Format

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

Speaker speaker_1: ... benefits in the card. This is Malcolm, how can I help you?

Speaker speaker_2: Yes, sir. Hey, my name is Thierry Fumbabedi. I want to take off those benefit in my, my... I'm not no, I'm not, no longer interested in this. I want to take it off as well.

Speaker speaker_1: What's that number, I'm sorry, what was?

Speaker speaker_2: I work, I work for Surge.

Speaker speaker_1: And what's the last four of your phone?

Speaker speaker_2: Surge Tech. It's 1311.

Speaker speaker_1: What's your first name?

Speaker speaker_2: Thierry, T-h-i-e-r-y.

Speaker speaker_1: Say that one more time.

Speaker speaker_2: Thierry, my first name is Thierry.

Speaker speaker_1: Last name?

Speaker speaker_2: Fumbabedi.

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

Speaker speaker_2: My address it's 2121 Windy Hill, Marietta, and, uh, my date of birth is April 3rd, 1997.

Speaker speaker_1: Thank you. So we got your phone number 770-856-6071?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then your email is denzelpro2@icloud.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. All right. That, that cancels for you, Mr. Abidi. Was there anything else I could help you with today?

Speaker speaker_2: Nope. Thank you so much.

Speaker speaker_1: So please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks. After two weeks you shouldn't see anything else.

Speaker speaker_2: Um, all right.

Speaker speaker_1: All right.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thanks. No problem. You have a great week.

Speaker speaker_2: You too. Bye.