

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Michael. How can I, help you? Um, yes, hi, Michael. Um, my name is Elsie Delgado. I was just calling because I was, um, wanted to remove myself of the benefits that you have me enrolled. What staffing company you work for? I work for Surge. The last four of your Social? Oh, I gotta look for it. Hold... Oh. Mm-hmm. Hold on. . . 9140. First name? Elsie. Last name? Delgado. All right, for security purposes, can you verify your address and date of birth for me? Um. . . , January 26th- . . . 37. Oh. And the address? Um, the address is 355... . . . Bye, see you tomorrow. Huh? . . Wallace Street. Yeah, 355 Wallace, um, Frankfort, Kentucky 40601. All right, I got that canceled for you. Please be advised the cancellation process does take 30 to 45 days with a possibility of deduction within those two weeks, but after two weeks you shouldn't see anything else. Oh, okay. Thank you so much. I appreciate your help. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Bye-bye. Take care.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Michael. How can I, help you?

Speaker speaker_1: Um, yes, hi, Michael. Um, my name is Elsie Delgado. I was just calling because I was, um, wanted to remove myself of the benefits that you have me enrolled.

Speaker speaker_0: What staffing company you work for?

Speaker speaker_1: I work for Surge.

Speaker speaker_0: The last four of your Social?

Speaker speaker_1: Oh, I gotta look for it. Hold... Oh.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Hold on. . . 9140.

Speaker speaker_0: First name?

Speaker speaker_1: Elsie.

Speaker speaker_0: Last name?

Speaker speaker_1: Delgado.

Speaker speaker_0: All right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Um. .

Speaker speaker_2: .

Speaker speaker_1: , January 26th-

Speaker speaker_2: .

Speaker speaker_1: ... 37.

Speaker speaker_2: Oh.

Speaker speaker_0: And the address?

Speaker speaker_1: Um, the address is 355...

Speaker speaker_2: .

Speaker speaker_1: .

Speaker speaker_2: .

Speaker speaker_1: Bye, see you tomorrow. Huh?

Speaker speaker_2: .

Speaker speaker_1: .

Speaker speaker_2: Wallace Street.

Speaker speaker_1: Yeah, 355 Wallace, um, Frankfort, Kentucky 40601.

Speaker speaker_0: All right, I got that canceled for you. Please be advised the cancellation process does take 30 to 45 days with a possibility of deduction within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker_1: Oh, okay. Thank you so much. I appreciate your help.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Take care.