

## **Transcript: Malcolm**

**Nash-6449199972663296-6396844455542784**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Uh, yeah, this is Brandon Barber. Um, I'm, I'm going to take out insurance on me through Surge in Fort Pine, Alabama. And I didn't sign up for nothing. I didn't know you had to go in there and not get it, but I don't want it. How can I cancel that? I can get it canceled for you. What's the last four of your social? 9761. First name? Brandon. Last name? Barber. For security purposes, can you verify your address and date of birth for me? Yeah. Date of birth is 11/9/81. And then my address is... It could be one of two. It's either going to be 229 County Road 851, Collinsville, Alabama or it, or it could be- That's it. Okay. All right. Is that an accurate address? Yes. All right. I got that canceled for you, Mr. Barber. Please be advised the cancellation process does take one to two weeks, and it is possible to see deductions within those two weeks. But after two weeks, you shouldn't see anything else. Okay. All right. Is there anything else? All right. Thank you very much. Nope. That was it. Thanks for calling Benefits in the Card. I hope you have a great rest of your week, man. All right. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Uh, yeah, this is Brandon Barber. Um, I'm, I'm going to take out insurance on me through Surge in Fort Pine, Alabama. And I didn't sign up for nothing. I didn't know you had to go in there and not get it, but I don't want it. How can I cancel that?

Speaker speaker\_0: I can get it canceled for you. What's the last four of your social?

Speaker speaker\_1: 9761.

Speaker speaker\_0: First name?

Speaker speaker\_1: Brandon.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Barber.

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

Speaker speaker\_1: Yeah. Date of birth is 11/9/81. And then my address is... It could be one of two. It's either going to be 229 County Road 851, Collinsville, Alabama or it, or it could be-

Speaker speaker\_0: That's it.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: Is that an accurate address?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. I got that canceled for you, Mr. Barber. Please be advised the cancellation process does take one to two weeks, and it is possible to see deductions within those two weeks. But after two weeks, you shouldn't see anything else.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Is there anything else?

Speaker speaker\_1: All right. Thank you very much. Nope. That was it.

Speaker speaker\_0: Thanks for calling Benefits in the Card. I hope you have a great rest of your week, man.

Speaker speaker\_1: All right. You too.

Speaker speaker\_0: Thank you.