

Transcript: Malcolm

Nash-6513741026869248-6315852623298560

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits for the American Malcolm, how can I help you? Hi. The person calling using sign language, I'm going to connect you. I'll be interpreting the call and the person calling say hi, my name is Ashley and I'm calling in regards to that benefit. Um, yeah, I want to stop that benefit, that insurance. I don't need it. It's a benefit in a card. What is that benefit? I am not needing this. Hmm? What staffing company do you work for? I work over at, uh, Search. Can I have your Social? 1105. And the first name is Ashley? Mm-hmm. Last name? Last name is V-E-A-T-C-H. Okay. Can you verify address and date of birth? Sure. That's 921 West Pekin Road and that's Lebanon, Oregon, 45036. And what, you need my birthday? Yes. February 3rd, 1989. Thank you. All right. I've got that cancel 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 see anything else. Okay. Thank you. No problem. We're very glad we could help you today. Thanks so much. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits for the American Malcolm, how can I help you?

Speaker speaker_2: Hi. The person calling using sign language, I'm going to connect you. I'll be interpreting the call and the person calling say hi, my name is Ashley and I'm calling in regards to that benefit. Um, yeah, I want to stop that benefit, that insurance. I don't need it. It's a benefit in a card.

Speaker speaker_1: What is that benefit?

Speaker speaker_2: I am not needing this. Hmm?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: I work over at, uh, Search.

Speaker speaker_1: Can I have your Social?

Speaker speaker_2: 1105.

Speaker speaker_1: And the first name is Ashley?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Last name?

Speaker speaker_2: Last name is V-E-A-T-C-H.

Speaker speaker_1: Okay. Can you verify address and date of birth?

Speaker speaker_2: Sure. That's 921 West Pekin Road and that's Lebanon, Oregon, 45036. And what, you need my birthday?

Speaker speaker_1: Yes.

Speaker speaker_2: February 3rd, 1989.

Speaker speaker_1: Thank you. All right. I've got that cancel 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 see anything else.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. We're very glad we could help you today.

Speaker speaker_2: Thanks so much. Bye-bye.

Speaker speaker_1: Bye.