

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, my name is Claudia Hamilton and I'm calling in regards to, uh, to cancel my, uh, decline my coverage. What staffing company do you work for? Mega 4. Mega 4 Staffing? Yes. Right. What's the last four of your social? 3340. 3340? Hold on. 3340. First name? Claudia. Last name? Hamilton. And for security purposes, can you verify your address and date of birth for me? December 5th, 1968. 2558 Amber Crest Drive, Gastonia, North Carolina, 28052. All right. So it looks like you already d- you already declined it, ma'am. Oh, so I alre- I already declined it? Okay. Yes, ma'am. Okay. It's just that I wasn't sure. That's why I call you and then I receive a message from you guys. Uh, thank you. Yes, ma'am. So those are just automatic texts to go out. No problem. Was there anything else I can help you with today? No, just, uh, it's declined, right? Yes, ma'am. Okay. All right. Thank you so much for your help. No problem. Thanks for calling Benefits in the Card. Hope you have a great weekend. You too. Bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, my name is Claudia Hamilton and I'm calling in regards to, uh, to cancel my, uh, decline my coverage.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Mega 4.

Speaker speaker_0: Mega 4 Staffing?

Speaker speaker_1: Yes.

Speaker speaker_0: Right. What's the last four of your social?

Speaker speaker_1: 3340.

Speaker speaker_0: 3340?

Speaker speaker_1: Hold on. 3340.

Speaker speaker_0: First name?

Speaker speaker_1: Claudia.

Speaker speaker_0: Last name?

Speaker speaker_1: Hamilton.

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

Speaker speaker_1: December 5th, 1968. 2558 Amber Crest Drive, Gastonia, North Carolina, 28052.

Speaker speaker_0: All right. So it looks like you already d- you already declined it, ma'am.

Speaker speaker_1: Oh, so I alre- I already declined it? Okay.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. It's just that I wasn't sure. That's why I call you and then I receive a message from you guys. Uh, thank you.

Speaker speaker_0: Yes, ma'am. So those are just automatic texts to go out. No problem. Was there anything else I can help you with today?

Speaker speaker_1: No, just, uh, it's declined, right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. All right. Thank you so much for your help.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Card. Hope you have a great weekend.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Thank you. Bye.