

Transcript: Malcolm

Nash-5021649468440576-6694556410101760

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hi, how are you? Happy holidays, all that good stuff. Uh, my name is Linda Scroggins and I am, uh, wanting to, um... I've done some research and I wanna cancel my medical portion of my, uh, benefits. Uh, I work for Ca- CareBillers at Home. What's the last four of your Social? 2905. First name? Linda Scroggins. For security purposes, can you verify your address and date of birth for me? Sure. Uh, address, 25626 27th Street, San Bernardino, California 92404. Date of birth, April 25th, 1955. Thank you. We got your phone number at 310-617-51511. That is correct. Gonna get your email, your email at gmail.com. That is correct. Thank you. All right. So you're just calling to drop the VIP+ and that's it? That is correct. Uh, the dental plan and the vision plan, I'm gonna keep. Do you want the free Rx Biller too, or no? Uh, the... What is that one now? The prescription, it helps... It gives you access to over 800 generics of chronic... uh, chronic and acute medications. Mm-hmm. No, I don't need that because I've checked and they're, uh, they are not covering the prescriptions that I mainly need covered. Okay. So, with those dropped, your new total will be \$5.79. It'll take one to two weeks for those changes to happen. Okay. I appreciate it. Okay. Was there anything else that I can help you with today? Uh, no, sir. You just have a safe and happy New Years. You too. So just as soon as possible for those two weeks for you to see the \$43.49 but after two weeks you should see the new total of the \$5.79. Okay. Thank you. No problem. You have a great rest of your weekend, Linda. Okay. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: Hi, how are you? Happy holidays, all that good stuff. Uh, my name is Linda Scroggins and I am, uh, wanting to, um... I've done some research and I wanna cancel my medical portion of my, uh, benefits. Uh, I work for Ca- CareBillers at Home.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 2905.

Speaker speaker_1: First name?

Speaker speaker_2: Linda Scroggins.

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

Speaker speaker_2: Sure. Uh, address, 25626 27th Street, San Bernardino, California 92404. Date of birth, April 25th, 1955.

Speaker speaker_1: Thank you. We got your phone number at 310-617-51511.

Speaker speaker_2: That is correct.

Speaker speaker_1: Gonna get your email, your email at gmail.com.

Speaker speaker_2: That is correct.

Speaker speaker_1: Thank you. All right. So you're just calling to drop the VIP+ and that's it?

Speaker speaker_2: That is correct. Uh, the dental plan and the vision plan, I'm gonna keep.

Speaker speaker_1: Do you want the free Rx Biller too, or no?

Speaker speaker_2: Uh, the... What is that one now?

Speaker speaker_1: The prescription, it helps... It gives you access to over 800 generics of chronic... uh, chronic and acute medications.

Speaker speaker_2: Mm-hmm. No, I don't need that because I've checked and they're, uh, they are not covering the prescriptions that I mainly need covered.

Speaker speaker_1: Okay. So, with those dropped, your new total will be \$5.79. It'll take one to two weeks for those changes to happen.

Speaker speaker_2: Okay. I appreciate it.

Speaker speaker_1: Okay. Was there anything else that I can help you with today?

Speaker speaker_2: Uh, no, sir. You just have a safe and happy New Years.

Speaker speaker_1: You too. So just as soon as possible for those two weeks for you to see the \$43.49 but after two weeks you should see the new total of the \$5.79.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. You have a great rest of your weekend, Linda.

Speaker speaker_2: Okay. Bye-bye.

Speaker speaker_1: Bye.