

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, um, I'm calling to cancel, uh, insurance for my parents. So they would actually have to be the ones to call and cancel it. They are def- def- Um, they are here. So give me permission to speak on their behalf. Is that okay? Yes, ma... Um, I would need verbal over the phone. Okay, give me- I think they typically say so. Give me one... Just give me one moment. Okay, so I do have my dad here if you want to get his permission real quickly. Yes. Okay. Hi. Yes. I have permission on you. Did you give her permission to speak on your behalf? Yeah. Thank you. Yes. Okay, thank you. Thank you. And give me just a moment. Let me get my mom. Is she... So are they on the same plan or they have separate plans? Uh, so they work for the same company. They have separate insurance. Right. Okay. Just a moment. Here she is. ■■■???? Uh, yeah. Yeah, ??????. There she is. Hello? Hi. Hey, ma'am. Do you give her permission to speak on your behalf? Yeah. Thank you. Oh. All right. You don't need them now, right? That's right. I do need you to verify address and date of birth for each of them. Yes, I can do that. Yeah, uh- So who goes first then? What's the other company do they work for? They work for, uh, Moldomatic. I need... What's the name of it? Uh, Mold- Mold- Moldomatic. So that's M-O-L-D-A-M-A-T-I-C. Do they have another name? Uh, the c... Oh, well, the agency is TRC, Talent Solutions. Thank you. TRC. What was the social? Okay. Uh, I'll give you my dad's social first. One moment. Mm-hmm. It's going to be 179-84-48-04. First name? First name is Rohit. That's R-O-H-I-T K-U-M-A-R. Rohit Kumar. Last name? Patel. That's P-A-T-E-L. All right. Did you verify address and date of birth for me? Yep. Address is 728 Fairbridge Drive, Fairlace Hills, PA 19030. And date of birth is 01-24-1963. Thank you. Mm-hmm. All right. So I got that canceled. 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, perfect. All right. So he's taken care of and then whenever you're ready I can give you my mom's information. All right. Okay. What's the last four of the social? Last four is 8822. First name? Uh, it's R-I-T-A B as in boy E-N, Rita Ben. All right. For security purposes, can you verify address and date of birth for me? Yep. Address is going to be same, 728 Fairbridge Drive, Fairlace Hills, PA 19030. And her date of birth is 07-09-1971. Thank you. All right. I got that canceled as well. 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, perfect. Thank you. And would that be emailed as well? Will, will what be emailed? Like, uh, the cancellation. Like, is there, like, a notice that comes in the mail or email or just this verbal verification is enough? Just... So if you can request a cancellation confirmation, but yeah, just a ver... Typically we just do the verbal confirmation. Okay. That's fine. I just wanted to confirm. All right. Well, anything else- All right. That was it. ... today? Nope. That was it. Thank you. No problem. Y'all have a great rest of

your week. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, um, I'm calling to cancel, uh, insurance for my parents.

Speaker speaker_0: So they would actually have to be the ones to call and cancel it. They are def- def-

Speaker speaker_1: Um, they are here. So give me permission to speak on their behalf. Is that okay?

Speaker speaker_0: Yes, ma... Um, I would need verbal over the phone.

Speaker speaker_1: Okay, give me-

Speaker speaker_0: I think they typically say so.

Speaker speaker_1: Give me one... Just give me one moment. Okay, so I do have my dad here if you want to get his permission real quickly.

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: Hi. Yes. I have permission on you.

Speaker speaker_0: Did you give her permission to speak on your behalf?

Speaker speaker_2: Yeah.

Speaker speaker_0: Thank you.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Thank you.

Speaker speaker_1: And give me just a moment. Let me get my mom.

Speaker speaker_0: Is she... So are they on the same plan or they have separate plans?

Speaker speaker_1: Uh, so they work for the same company. They have separate insurance.

Speaker speaker_0: Right.

Speaker speaker_1: Okay. Just a moment. Here she is. ■■????

Speaker speaker_3: Uh, yeah. Yeah, ??????.

Speaker speaker_1: There she is.

Speaker speaker_0: Hello?

Speaker speaker_1: Hi.

Speaker speaker_0: Hey, ma'am. Do you give her permission to speak on your behalf?

Speaker speaker_2: Yeah.

Speaker speaker_0: Thank you.

Speaker speaker_1: Oh. All right. You don't need them now, right?

Speaker speaker_0: That's right. I do need you to verify address and date of birth for each of them.

Speaker speaker_1: Yes, I can do that. Yeah, uh-

Speaker speaker_0: So who goes first then? What's the other company do they work for?

Speaker speaker_1: They work for, uh, Moldomatic.

Speaker speaker_0: I need... What's the name of it?

Speaker speaker_1: Uh, Mold- Mold- Moldomatic. So that's M-O-L-D-A-M-A-T-I-C.

Speaker speaker_0: Do they have another name?

Speaker speaker_1: Uh, the c... Oh, well, the agency is TRC, Talent Solutions.

Speaker speaker_0: Thank you. TRC. What was the social?

Speaker speaker_1: Okay. Uh, I'll give you my dad's social first. One moment.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It's going to be 179-84-48-04.

Speaker speaker_0: First name?

Speaker speaker_1: First name is Rohit. That's R-O-H-I-T K-U-M-A-R. Rohit Kumar.

Speaker speaker_0: Last name?

Speaker speaker_1: Patel. That's P-A-T-E-L.

Speaker speaker_0: All right. Did you verify address and date of birth for me?

Speaker speaker_1: Yep. Address is 728 Fairbridge Drive, Fairlace Hills, PA 19030. And date of birth is 01-24-1963.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. So I got that canceled. 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_1: Okay, perfect. All right. So he's taken care of and then whenever you're ready I can give you my mom's information.

Speaker speaker_0: All right. Okay. What's the last four of the social?

Speaker speaker_1: Last four is 8822.

Speaker speaker_0: First name?

Speaker speaker_1: Uh, it's R-I-T-A B as in boy E-N, Rita Ben.

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

Speaker speaker_1: Yep. Address is going to be same, 728 Fairbridge Drive, Fairlace Hills, PA 19030. And her date of birth is 07-09-1971.

Speaker speaker_0: Thank you. All right. I got that canceled as well. 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_1: Okay, perfect. Thank you. And would that be emailed as well?

Speaker speaker_0: Will, will what be emailed?

Speaker speaker_1: Like, uh, the cancellation. Like, is there, like, a notice that comes in the mail or email or just this verbal verification is enough?

Speaker speaker_0: Just... So if you can request a cancellation confirmation, but yeah, just a ver... Typically we just do the verbal confirmation.

Speaker speaker_1: Okay. That's fine. I just wanted to confirm.

Speaker speaker_0: All right. Well, anything else-

Speaker speaker_1: All right. That was it.

Speaker speaker_0: ... today?

Speaker speaker_1: Nope. That was it. Thank you.

Speaker speaker_0: No problem. Y'all have a great rest of your week.

Speaker speaker_1: You too. Bye-bye.