

## **Transcript: Malcolm**

**Nash-5228899754229760-5099054302937088**

### **Full Transcript**

Thanks for calling Benefits Finacard. This is Malcolm. How can I help you? Hi, Malcolm. This is Jennifer with APL. I have a mutual insured on the back line who's actually not satisfied with the dental and is wanting to cancel her dental coverage. All right, you can transfer her over. All right. Would you like her name? You can, I can get it all from her. All right. Well, here she goes, and thank you again. Hold please. Thank you. Mm-hmm. Hello? Hello? Hey, this is Malcolm with Benefits Finacard. How can I help you? Yes. I, um, have the, I'm enrolled in the dental plan, uh, have a family plan that I really cannot find anybody in this area, and I've had this for quite a while, since last summer, and I want you to know how I can cancel it. What staffing company do you work for? Um, maybe it's something that Will works in here. Oxford? Last four of your Social? 2569. First name? Janice. Last name? Wells. All right. For security purposes, can you verify your address and date of birth for me? Mm-hmm. Um, I don't know if I have my mailing address or... Probably, um, my home address is 22 Weston Court, Newnan, Georgia, 30263. Can you say that one more time for me? 22 Weston Court, Newnan, Georgia, 30263. And your date of birth? June 30, '62. Thank you. So I get phone number 770-823-2647? Yes. That is correct. And the email is janicew362 at gmail.com? Uh-huh. Thank you. Right. So you just want to cancel the dental and that's it? Yes. Okay. All right. So I got that saved. Please be advised the cancellation process, oh, the change of coverage process does take one to two weeks, and it's possible to see the deductions of the, the dental for two weeks, but after two weeks, you should see the new total of \$38.29. Okay. Um, so what will be the cancellation date? So only your coverage- Is that, is that the same two weeks- Your coverage isn't getting- ... or...? So your coverage isn't getting canceled. You're just dropping the dental so it's just going to take it off after two weeks, one to two weeks. Oh, okay. I got it. Okay. All right. And so right now your deductible total is \$52.78, and it's possible to see that for one to two more weeks, but after two weeks, you should see the new total of \$38.29. Okay. I, I got you now. All right. Sounds good. Thank you. Was there anything else I can help you with today, Ms. Wells? No, that would do it. I appreciate you. No problem. Thanks for calling Benefits Finacard. I hope you have a great rest of your week. Yeah, you do the same. Thank you. Thank you. Bye. All right. Bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, Malcolm. This is Jennifer with APL. I have a mutual insured on the back line who's actually not satisfied with the dental and is wanting to cancel her dental coverage.

Speaker speaker\_0: All right, you can transfer her over.

Speaker speaker\_1: All right. Would you like her name?

Speaker speaker\_0: You can, I can get it all from her.

Speaker speaker\_1: All right. Well, here she goes, and thank you again. Hold please.

Speaker speaker\_0: Thank you. Mm-hmm. Hello?

Speaker speaker\_2: Hello?

Speaker speaker\_0: Hey, this is Malcolm with Benefits Finacard. How can I help you?

Speaker speaker\_2: Yes. I, um, have the, I'm enrolled in the dental plan, uh, have a family plan that I really cannot find anybody in this area, and I've had this for quite a while, since last summer, and I want you to know how I can cancel it.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_2: Um, maybe it's something that Will works in here. Oxford?

Speaker speaker\_0: Last four of your Social?

Speaker speaker\_2: 2569.

Speaker speaker\_0: First name?

Speaker speaker\_2: Janice.

Speaker speaker\_0: Last name?

Speaker speaker\_2: Wells.

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

Speaker speaker\_2: Mm-hmm. Um, I don't know if I have my mailing address or... Probably, um, my home address is 22 Weston Court, Newnan, Georgia, 30263.

Speaker speaker\_0: Can you say that one more time for me?

Speaker speaker\_2: 22 Weston Court, Newnan, Georgia, 30263.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_2: June 30, '62.

Speaker speaker\_0: Thank you. So I get phone number 770-823-2647?

Speaker speaker\_2: Yes. That is correct.

Speaker speaker\_0: And the email is janicew362 at gmail.com?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: Thank you. Right. So you just want to cancel the dental and that's it?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay. All right. So I got that saved. Please be advised the cancellation process, oh, the change of coverage process does take one to two weeks, and it's possible to see the deductions of the, the dental for two weeks, but after two weeks, you should see the new total of \$38.29.

Speaker speaker\_2: Okay. Um, so what will be the cancellation date?

Speaker speaker\_0: So only your coverage-

Speaker speaker\_2: Is that, is that the same two weeks-

Speaker speaker\_0: Your coverage isn't getting-

Speaker speaker\_2: ... or...?

Speaker speaker\_0: So your coverage isn't getting canceled. You're just dropping the dental so it's just going to take it off after two weeks, one to two weeks.

Speaker speaker\_2: Oh, okay. I got it. Okay. All right.

Speaker speaker\_0: And so right now your deductible total is \$52.78, and it's possible to see that for one to two more weeks, but after two weeks, you should see the new total of \$38.29.

Speaker speaker\_2: Okay. I, I got you now. All right. Sounds good. Thank you.

Speaker speaker\_0: Was there anything else I can help you with today, Ms. Wells?

Speaker speaker\_2: No, that would do it. I appreciate you.

Speaker speaker\_0: No problem. Thanks for calling Benefits Finacard. I hope you have a great rest of your week.

Speaker speaker\_2: Yeah, you do the same. Thank you.

Speaker speaker\_0: Thank you. Bye.

Speaker speaker\_2: All right. Bye.

Speaker speaker\_0: Bye.