

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, Malcolm. How's it going? My name's Raphael Soto. How can I help you today, sir? Well, I'm calling to cancel my, uh... Like, so today's the last day of, um, renewing the whole open enrollment thing for my benefits on the card, and I want to cancel. I see. Yeah. All right. What staffing company do you work for? Oxford Global. What's the last four of your Social? 2652. You said "6652"? No, 2652. First name? Raphael. Last name? Soto. S-O-T-O. All right. And for security purposes, can you verify your address and date of birth for me? 176 Green Mill Road, Columbia, South Carolina, 29223. And your date of birth? January 11th, 1984. Okay. So we got your phone number, 803-240-1708? Mm-hmm. And your email is RMSoto84@gmail.com? Yes, sir. Thank you. You want to cancel all your coverage? Yeah. Okay. I got that canceled for you. Please be advised the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else. Okay. Thank you very much. No problem, Mr. Soto. Was there anything else that I could help you with today? Not at this moment. Thank you very much. You have a wonderful day. Happy Holidays. You too. Well, thank you. You too, man. Thank you. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. How's it going? My name's Raphael Soto.

Speaker speaker_1: How can I help you today, sir?

Speaker speaker_2: Well, I'm calling to cancel my, uh... Like, so today's the last day of, um, renewing the whole open enrollment thing for my benefits on the card, and I want to cancel.

Speaker speaker_1: I see.

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. What staffing company do you work for?

Speaker speaker_2: Oxford Global.

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

Speaker speaker_2: 2652.

Speaker speaker_1: You said "6652"?

Speaker speaker_2: No, 2652.

Speaker speaker_1: First name?

Speaker speaker_2: Raphael.

Speaker speaker_1: Last name?

Speaker speaker_2: Soto. S-O-T-O.

Speaker speaker_1: All right. And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 176 Green Mill Road, Columbia, South Carolina, 29223.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: January 11th, 1984.

Speaker speaker_1: Okay. So we got your phone number, 803-240-1708?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And your email is RMSoto84@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. You want to cancel all your coverage?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. I got that canceled for you. Please be advised the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker_2: Okay. Thank you very much.

Speaker speaker_1: No problem, Mr. Soto. Was there anything else that I could help you with today?

Speaker speaker_2: Not at this moment. Thank you very much. You have a wonderful day. Happy Holidays.

Speaker speaker_1: You too. Well, thank you.

Speaker speaker_2: You too, man. Thank you. Bye.

Speaker speaker_1: Bye.