

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, can I get help? Can I get help? Thank you. I just seen a truck pull up with a trailer on it. Malcolm's Financial Services, how can I help you? Facebook.com benefits in the card, this is Malcolm, how can I help you? Okay. Hey, yeah, how you doing, sir? Doing good. How about you, sir? I'm okay. What's up, bro? Uh, I called you, I got, uh, I got your insurance benefits, man. I've been taking that every week and, uh, every provider I called, Dean's office, medical, they don't accept that insurance, 'cause my card got lim- Got what? They have what? ... limited benefits on the cards, and everyone's saying that they don't pay nothing. Yes, sir, so all these plans have limited benefit plans. Okay. Well, I just want to cancel it, bro. And I'm telling you. What staffing company you work for? Huh? What staffing company you work for? Serge. Last four of your Social. 7230. First name? Timothy. For security purposes, can you verify your address and date of birth for me? Uh, address, 400 Mahaffie Belton, South Carolina, 29627. Uh, date of birth, 08/12/65. Yeah. You wanna cancel all your coverage? Yeah, sir. Well, uh, let me, uh, let me, let me keep the vision. And cancel the dental. 'Cause they don't, don't nobody carry it. I, I even got... I called y'all for y'all to send me a list of providers, and the providers y'all sent me, um, this, didn't carry it. I don't understand that. Cancel all of them. Just cancel all of them. Dental, vision. I got that canceled. Huh? I got, I got that canceled for you. Mr. Young, please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but in two weeks you shouldn't see anything else. Man, that's bullshit. Y'all good at take two weeks, keep taking money out my check, and y'all insurance ain't even no good. That's bogus shit, man. That's bogus. Forgive me for my language, but that's bogus. That's bogus, man. Was there anything else I can help you with?

Conversation Format

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

Speaker speaker_1: Hello, can I get help? Can I get help? Thank you.

Speaker speaker_2: I just seen a truck pull up with a trailer on it.

Speaker speaker_0: Malcolm's Financial Services, how can I help you? Facebook.com benefits in the card, this is Malcolm, how can I help you?

Speaker speaker_1: Okay. Hey, yeah, how you doing, sir?

Speaker speaker_0: Doing good. How about you, sir?

Speaker speaker_1: I'm okay. What's up, bro? Uh, I called you, I got, uh, I got your insurance benefits, man. I've been taking that every week and, uh, every provider I called, Dean's office, medical, they don't accept that insurance, 'cause my card got lim-

Speaker speaker_0: Got what? They have what?

Speaker speaker_1: ... limited benefits on the cards, and everyone's saying that they don't pay nothing.

Speaker speaker_0: Yes, sir, so all these plans have limited benefit plans.

Speaker speaker_1: Okay. Well, I just want to cancel it, bro. And I'm telling you.

Speaker speaker_0: What staffing company you work for?

Speaker speaker_1: Huh?

Speaker speaker_0: What staffing company you work for?

Speaker speaker_1: Serge.

Speaker speaker_0: Last four of your Social.

Speaker speaker_1: 7230.

Speaker speaker_0: First name?

Speaker speaker_1: Timothy.

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

Speaker speaker_1: Uh, address, 400 Mahaffie Belton, South Carolina, 29627. Uh, date of birth, 08/12/65.

Speaker speaker_0: Yeah. You wanna cancel all your coverage?

Speaker speaker_1: Yeah, sir. Well, uh, let me, uh, let me, let me keep the vision. And cancel the dental. 'Cause they don't, don't nobody carry it. I, I even got... I called y'all for y'all to send me a list of providers, and the providers y'all sent me, um, this, didn't carry it. I don't understand that. Cancel all of them. Just cancel all of them. Dental, vision.

Speaker speaker_0: I got that canceled.

Speaker speaker_1: Huh?

Speaker speaker_0: I got, I got that canceled for you. Mr. Young, please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but in two weeks you shouldn't see anything else.

Speaker speaker_1: Man, that's bullshit. Y'all good at take two weeks, keep taking money out my check, and y'all insurance ain't even no good. That's bogus shit, man. That's bogus. Forgive me for my language, but that's bogus. That's bogus, man.

Speaker speaker_0: Was there anything else I can help you with?