

## **Transcript: Malcolm**

**Nash-5442000356950016-5211918757576704**

### **Full Transcript**

All right, well... Thanks for calling Benefits and The Card. We'll be back on track here. Hi, this is Troy Gillette. Yeah, I'm going through DLC in order for temp agency to hire on to ADM and my insurance, I activated my insurance, um, and I would like to remove some people off it. And I got told that I can do that before a certain time otherwise there's a sustained effect and I want to remove some people on it. All right, what staffing company you work for? DLC. Okay, DLC? Yeah. Or DCC I mean. I always screw that up, DCC. Okay. What's the last four of your social? 4455. First name? Troy. Last name? Gillette with a G. G-I-L-L-E-T-T-E. All right. For security purposes, can you verify your address and date of birth for me? 900 South Street, Tracy, Minnesota, 56175. 11/25/1965. Could you say the address one more time? 900 South Street, Tracy, Minnesota, 56175. Is that a home or apartment? That's a home. I see. We got to get, would you say your date of birth? 11/25/1965. Thank you. Let's see, we got your phone number, 507-626-6279? Yes. And the email is troygillette@icloud.com? Yep, troygillette@icloud.com. Yes. All right. What, what changes were you looking to make? I want Wendy removed off it, Wendy, and I want Oakley and Kinley removed off it. You're saying Wendy, Oakley and who else? Kinley. Kinley. All right. So I'm going to have to drop your coverage down to employee and children only in order to make that happen. That's perfect. Yep, that's perfect. Okay. Let's see. All right. You said Wendy. And could you say the, the three you wanted to drop one more time? Wendy, Oakley and Kinley. It's Kinley, K-Y-N-L-I... Yep, yep. Yeah. Yeah. So you just want Roy, Claudia and Clarissa? Yep. Troy Junior, Claudia and Clarissa. Yep. All right. So the change of cover process does take one to two weeks. Yep. It is possible there'll be deductions of regular 90.59. After two weeks- Yep. ... you should see the change of \$68.57. Okay. Thank you. No problem, Mr. Troy. Was there anything else I can help you with today? No, that's it. All right. There's nothing else. Thanks for calling Benefits in The Card. Hope you have a great rest of your week. You too. Yeah. All right. Well, like I said, I'm going to head out. I'm going to head out and go do some stuff now.

### **Conversation Format**

Speaker speaker\_0: All right, well...

Speaker speaker\_1: Thanks for calling Benefits and The Card. We'll be back on track here.

Speaker speaker\_0: Hi, this is Troy Gillette. Yeah, I'm going through DLC in order for temp agency to hire on to ADM and my insurance, I activated my insurance, um, and I would like to remove some people off it. And I got told that I can do that before a certain time otherwise there's a sustained effect and I want to remove some people on it.

Speaker speaker\_1: All right, what staffing company you work for?

Speaker speaker\_0: DLC.

Speaker speaker\_1: Okay, DLC?

Speaker speaker\_0: Yeah. Or DCC I mean. I always screw that up, DCC.

Speaker speaker\_1: Okay. What's the last four of your social?

Speaker speaker\_0: 4455.

Speaker speaker\_1: First name?

Speaker speaker\_0: Troy.

Speaker speaker\_1: Last name?

Speaker speaker\_0: Gillette with a G. G-I-L-L-E-T-T-E.

Speaker speaker\_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_0: 900 South Street, Tracy, Minnesota, 56175. 11/25/1965.

Speaker speaker\_1: Could you say the address one more time?

Speaker speaker\_0: 900 South Street, Tracy, Minnesota, 56175.

Speaker speaker\_1: Is that a home or apartment?

Speaker speaker\_0: That's a home.

Speaker speaker\_1: I see. We got to get, would you say your date of birth?

Speaker speaker\_0: 11/25/1965.

Speaker speaker\_1: Thank you. Let's see, we got your phone number, 507-626-6279?

Speaker speaker\_0: Yes.

Speaker speaker\_1: And the email is troygillette@icloud.com?

Speaker speaker\_0: Yep, troygillette@icloud.com. Yes.

Speaker speaker\_1: All right. What, what changes were you looking to make?

Speaker speaker\_0: I want Wendy removed off it, Wendy, and I want Oakley and Kinley removed off it.

Speaker speaker\_1: You're saying Wendy, Oakley and who else?

Speaker speaker\_0: Kinley.

Speaker speaker\_1: Kinley. All right. So I'm going to have to drop your coverage down to employee and children only in order to make that happen.

Speaker speaker\_0: That's perfect. Yep, that's perfect.

Speaker speaker\_1: Okay. Let's see. All right. You said Wendy. And could you say the, the three you wanted to drop one more time?

Speaker speaker\_0: Wendy, Oakley and Kinley.

Speaker speaker\_1: It's Kinley, K-Y-N-L-I...

Speaker speaker\_0: Yep, yep.

Speaker speaker\_1: Yeah. Yeah. So you just want Roy, Claudia and Clarissa?

Speaker speaker\_0: Yep. Troy Junior, Claudia and Clarissa. Yep.

Speaker speaker\_1: All right. So the change of cover process does take one to two weeks.

Speaker speaker\_0: Yep.

Speaker speaker\_1: It is possible there'll be deductions of regular 90.59. After two weeks-

Speaker speaker\_0: Yep.

Speaker speaker\_1: ... you should see the change of \$68.57.

Speaker speaker\_0: Okay. Thank you.

Speaker speaker\_1: No problem, Mr. Troy. Was there anything else I can help you with today?

Speaker speaker\_0: No, that's it.

Speaker speaker\_1: All right. There's nothing else. Thanks for calling Benefits in The Card. Hope you have a great rest of your week.

Speaker speaker\_0: You too.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. Well, like I said, I'm going to head out. I'm going to head out and go do some stuff now.