

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the ... This is Malcolm, how can I help you? Uh, hi, Malcolm. My name is Prentiss Johnson and I am an employee through surge staffing at DHL. Um, and I was calling to un-enroll in the benefit package that they automatically enroll you in when you app- when you get hired on at onboarding. I wasn't aware that they automatically, um, enroll you for benefits, and they deduct like 50- Excuse me. So you want to cancel it? Yes. Uh- You want to cancel it? Yeah. All right, what's the last four of your social security? Did you say it's surge? Yes. 0765. First name? Prentiss. Prentiss? Prentiss. P as in Paul. Last name? My last name is Johnson. All right. For security purposes, can you verify your address and date of birth for me? 176 District Wood Avenue, Apartment 14, Frankfurt, Kentucky, 40601. Thank you. All right, I got that declined for you, Mr. Prentiss. Was there anything else I can help you with today? Uh, no, that's all. So they won't be, um, deducting any more benefits, um, per today, correct? Doesn't look like they ever started deducting them, sir. So no, sir. Oh, n- Oh, okay. Thank you so much. No problem. Thanks for calling Benefits in the... Hope you have a great rest of your week. Good night.

Conversation Format

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

Speaker speaker_1: Uh, hi, Malcolm. My name is Prentiss Johnson and I am an employee through surge staffing at DHL. Um, and I was calling to un-enroll in the benefit package that they automatically enroll you in when you app- when you get hired on at onboarding. I wasn't aware that they automatically, um, enroll you for benefits, and they deduct like 50-

Speaker speaker_0: Excuse me. So you want to cancel it?

Speaker speaker_1: Yes. Uh-

Speaker speaker_0: You want to cancel it?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right, what's the last four of your social security? Did you say it's surge?

Speaker speaker_1: Yes. 0765.

Speaker speaker_0: First name?

Speaker speaker_1: Prentiss.

Speaker speaker_0: Prentiss?

Speaker speaker_1: Prentiss. P as in Paul.

Speaker speaker_0: Last name?

Speaker speaker_1: My last name is Johnson.

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

Speaker speaker_1: 176 District Wood Avenue, Apartment 14, Frankfurt, Kentucky, 40601.

Speaker speaker_0: Thank you. All right, I got that declined for you, Mr. Prentiss. Was there anything else I can help you with today?

Speaker speaker_1: Uh, no, that's all. So they won't be, um, deducting any more benefits, um, per today, correct?

Speaker speaker_0: Doesn't look like they ever started deducting them, sir. So no, sir.

Speaker speaker_1: Oh, n- Oh, okay. Thank you so much.

Speaker speaker_0: No problem. Thanks for calling Benefits in the... Hope you have a great rest of your week. Good night.