

## **Transcript: Malcolm**

**Nash-5450862772666368-6018393442926592**

### **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. This is, uh, Christian Robinson and, uh, I was calling to cancel those health benefits 'cause I've been enrolled in, uh, the healthcare for the government healthcare. What staffing company do you work for? Um, Surge Staffing. What's the last four of your Social? 6356. First name? Christian. Last name? Robinson. For security purposes, can you verify your address and date of birth for me? Yes, sir. My date of birth is 1/26/1984. My address is 160, C as in Charlie, S as in Sam, Taylor Lane, uh, Luxat, Mississippi 39110. Thank you. All right, I got that canceled for you, Mr. Robinson. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else. Okay. All right, I appreciate it. No problem, Mr. Robinson. Was there anything else I can help you with today? Oh, no, that's it, Mr. Malcolm. There's nothing else. Thanks for calling Benefits in a Card, I hope you have a great rest of your week, man. Yes, sir. You're fine. Bye-bye. Thank you. 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. This is, uh, Christian Robinson and, uh, I was calling to cancel those health benefits 'cause I've been enrolled in, uh, the healthcare for the government healthcare.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Um, Surge Staffing.

Speaker speaker\_1: What's the last four of your Social?

Speaker speaker\_2: 6356.

Speaker speaker\_1: First name?

Speaker speaker\_2: Christian.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Robinson.

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

Speaker speaker\_2: Yes, sir. My date of birth is 1/26/1984. My address is 160, C as in Charlie, S as in Sam, Taylor Lane, uh, Luxat, Mississippi 39110.

Speaker speaker\_1: Thank you. All right, I got that canceled for you, Mr. Robinson. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker\_2: Okay. All right, I appreciate it.

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

Speaker speaker\_2: Oh, no, that's it, Mr. Malcolm.

Speaker speaker\_1: There's nothing else. Thanks for calling Benefits in a Card, I hope you have a great rest of your week, man.

Speaker speaker\_2: Yes, sir. You're fine. Bye-bye.

Speaker speaker\_1: Thank you. Bye.