

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? My name is Adeleke Akilah. I am one of your enrollee, see? Actually, I'm gonna take him out. Say that again, sir. It's hard for me to hear you. There's a lot going on in the background. Okay. Can you hear me now? Are you able to hear me now? Yes, sir. Okay. So my name is Adeleke Akilah. I am an enrollee with your plan. Do you want me to give you my number? You say you're an enr- Are you saying you're a member of our plan? That's correct. Thank you for calling Benefits. In the Card. I am a member of your plan. Did you hear me? What staffing company do you work for, sir? Oh, Oxford, Oxford Global Resources. Last four of your social? 4646. First name? Adeleke Akilah. Social security number and address and date of birth for me. I was born on February 19, '77, and my address is 500 Watson Lane, Denton, Texas 76210. Could you repeat that, sir? It's hard for me to hear you with all this going on in the background. Oh my god. Demilat- Hold on. Demilade, could you reduce the volume, please? Hello? Hello, can you hear me now? Yes, sir. What was the address and date of birth? Yeah. Date of birth is February 19, 1977, and my address is 500 Watson Lane, Denton, Texas 76210. Yeah. So we got your phone number at 876-8588. That is correct. And your email is hak-hakilaura@gmail.com. That is correct. How can I help you today, sir? Okay, thank you. Yeah. Oh, I didn't get a chance to, to cancel my, uh, my plan. I would like to continue in January, so that is why I'm calling. Is that still possible? You want to cancel it or you want to continue in January? No, I want to cancel it. I want my money free. Oh, let me cover this. Yeah, yeah. Right, I got that canceled for you. Okay. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within two weeks but after two weeks you shouldn't see anything else. Okay. So I, I will not be enrolled into 2025 for the, for all the plan, correct? No, sir. Say that again? No, sir. All right. Thank you so much. That was quick. Thank you for help. No problem, Mr. Akilah. Was there anything else I can help you with today? No, that'll be all. Thank you. No problem. Thanks for calling Benefits in the Card. Hope you have a happy holiday. 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 the Card. This is Malcolm, how can I help you?

Speaker speaker_2: My name is Adeleke Akilah. I am one of your enrollee, see?

Speaker speaker_3: Actually, I'm gonna take him out.

Speaker speaker_0: Say that again, sir. It's hard for me to hear you. There's a lot going on in the background.

Speaker speaker_2: Okay. Can you hear me now? Are you able to hear me now?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Okay. So my name is Adeleke Akilah. I am an enrollee with your plan. Do you want me to give you my number?

Speaker speaker_3: You say you're an enr- Are you saying you're a member of our plan?

Speaker speaker_2: That's correct.

Speaker speaker_3: Thank you for calling Benefits. In the Card.

Speaker speaker_2: I am a member of your plan. Did you hear me?

Speaker speaker_0: What staffing company do you work for, sir?

Speaker speaker_2: Oh, Oxford, Oxford Global Resources.

Speaker speaker_0: Last four of your social?

Speaker speaker_2: 4646.

Speaker speaker_0: First name?

Speaker speaker_2: Adeleke Akilah.

Speaker speaker_0: Social security number and address and date of birth for me.

Speaker speaker_2: I was born on February 19, '77, and my address is 500 Watson Lane, Denton, Texas 76210.

Speaker speaker_0: Could you repeat that, sir? It's hard for me to hear you with all this going on in the background.

Speaker speaker_2: Oh my god. Demilat- Hold on. Demilade, could you reduce the volume, please?

Speaker speaker_3: Hello?

Speaker speaker_2: Hello, can you hear me now?

Speaker speaker_3: Yes, sir. What was the address and date of birth?

Speaker speaker_2: Yeah. Date of birth is February 19, 1977, and my address is 500 Watson Lane, Denton, Texas 76210.

Speaker speaker_3: Yeah. So we got your phone number at 876-8588.

Speaker speaker_2: That is correct.

Speaker speaker_3: And your email is hak- hakilaura@gmail.com.

Speaker speaker_2: That is correct.

Speaker speaker_3: How can I help you today, sir?

Speaker speaker_2: Okay, thank you. Yeah. Oh, I didn't get a chance to, to cancel my, uh, my plan. I would like to continue in January, so that is why I'm calling. Is that still possible?

Speaker speaker_3: You want to cancel it or you want to continue in January?

Speaker speaker_2: No, I want to cancel it. I want my money free.

Speaker speaker_3: Oh, let me cover this.

Speaker speaker_2: Yeah, yeah.

Speaker speaker_3: Right, I got that canceled for you.

Speaker speaker_2: Okay.

Speaker speaker_3: Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within two weeks but after two weeks you shouldn't see anything else.

Speaker speaker_2: Okay. So I, I will not be enrolled into 2025 for the, for all the plan, correct?

Speaker speaker_3: No, sir.

Speaker speaker_2: Say that again?

Speaker speaker_3: No, sir.

Speaker speaker_2: All right. Thank you so much. That was quick. Thank you for help.

Speaker speaker_3: No problem, Mr. Akilah. Was there anything else I can help you with today?

Speaker speaker_2: No, that'll be all. Thank you.

Speaker speaker_3: No problem. Thanks for calling Benefits in the Card. Hope you have a happy holiday.

Speaker speaker_2: Bye.