

Transcript: Malcolm

Nash-5571614846173184-5809126537641984

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Cart. Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Uh, yes, uh, my job told me that, uh, that we have insurance through you guys, I guess, or something, and that if I didn't want it, that I needed to call you guys. All right. What type of company do you work for? Surge. All right. So last four of your Social? 2201. First name? William. Last name? Atkinson. A-T-K-I-N-S-O-N. All right. For security purposes, can you verify your address and date of birth for me? Uh, 309 South Main Street in Nevada, Ohio. Uh, then 11/19/1990. Thank you. So that's not the address that we have on file. Uh, do you have 16 Bucyrus Plaza, Bucyrus, Ohio? Yes, sir. Okay. Is that a old address? Yeah. I just moved from there. I've updated it on my Surge app, but I just did it the other day. Okay. So did you want me to update it in our system? Yes. All right. So what's your new address? 309 South Main Street in Nevada, that's N-E-V-A-D-A, Ohio 44849. Thank you. And the email is- We got a good phone number, 419-310-2932? No. What's a good phone number for you? 419-310-1568. You said 419-310-1568? Yes. Thank you. I think it now is watkinson4020@gmail.com. No, it's A- Allen, A-L-L-E-N, Atkinson, A-T-K-I-N-S-O-N 0420@gmail.com. Thank you. All right. So I got that updated for you. And I got those declined for you. Okay. Anything else we can help you with, William? No, so that means you guys, uh, canceled. Like I ain't gotta worry about nothing coming out of my check? No, sir. Okay. All righty. That's all I needed. No problem. Was there anything else I can help you with? Otherwise, if there's nothing else, Mr. Atkinson, thanks for calling Benefits In A Cart. You have a great weekend. You too.

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 Cart. Thanks for calling Benefits in a Car. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, yes, uh, my job told me that, uh, that we have insurance through you guys, I guess, or something, and that if I didn't want it, that I needed to call you guys.

Speaker speaker_1: All right. What type of company do you work for?

Speaker speaker_2: Surge.

Speaker speaker_1: All right. So last four of your Social?

Speaker speaker_2: 2201.

Speaker speaker_1: First name?

Speaker speaker_2: William.

Speaker speaker_1: Last name?

Speaker speaker_2: Atkinson. A-T-K-I-N-S-O-N.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, 309 South Main Street in Nevada, Ohio. Uh, then 11/19/1990.

Speaker speaker_1: Thank you. So that's not the address that we have on file.

Speaker speaker_2: Uh, do you have 16 Bucyrus Plaza, Bucyrus, Ohio?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: Is that a old address?

Speaker speaker_2: Yeah. I just moved from there. I've updated it on my Surge app, but I just did it the other day.

Speaker speaker_1: Okay. So did you want me to update it in our system?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So what's your new address?

Speaker speaker_2: 309 South Main Street in Nevada, that's N-E-V-A-D-A, Ohio 44849.

Speaker speaker_1: Thank you.

Speaker speaker_2: And the email is-

Speaker speaker_1: We got a good phone number, 419-310-2932?

Speaker speaker_2: No.

Speaker speaker_1: What's a good phone number for you?

Speaker speaker_2: 419-310-1568.

Speaker speaker_1: You said 419-310-1568?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. I think it now is watkinson4020@gmail.com.

Speaker speaker_2: No, it's A- Allen, A-L-L-E-N, Atkinson, A-T-K-I-N-S-O-N 0420@gmail.com.

Speaker speaker_1: Thank you. All right. So I got that updated for you. And I got those declined for you.

Speaker speaker_2: Okay.

Speaker speaker_1: Anything else we can help you with, William?

Speaker speaker_2: No, so that means you guys, uh, canceled. Like I ain't gotta worry about nothing coming out of my check?

Speaker speaker_1: No, sir.

Speaker speaker_2: Okay. All righty. That's all I needed.

Speaker speaker_1: No problem. Was there anything else I can help you with? Otherwise, if there's nothing else, Mr. Atkinson, thanks for calling Benefits In A Cart.

Speaker speaker_2: You have a great weekend. You too.