

Transcript: Malcolm

Nash-5645904412196864-5529352220229632

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Uh, yes, I'm calling to, um, cancel my insurance. What staffing company do you work for? Carlson. What's the last four of your Social? 7866. First name? Mayra. Okay. Just for security purposes, can you verify your address and date of birth for me? 1021 Sunset Drive, Bayton, Texas 77520, 11079. Thank you. So we got your phone number at 414-3290? 490, yes. And the email is cruz_mayra@yahoo.com? Yes. All right, I got that declined for you. Please be advised they did already send it in to be processed, so it is possible to see one deduction, but have to have one deduction and you shouldn't see anything else. Okay. All right. I don't think there's anything else I can help you with today, Miss Cruz? Mm-mm, no, that will be all. Hello? Yes, ma'am. Uh, then there's nothing else. Thanks for calling Benefits in the Card. Hope you have a great rest of your day. All right. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Uh, yes, I'm calling to, um, cancel my insurance.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Carlson.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 7866.

Speaker speaker_0: First name?

Speaker speaker_1: Mayra.

Speaker speaker_0: Okay. Just for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 1021 Sunset Drive, Bayton, Texas 77520, 11079.

Speaker speaker_0: Thank you. So we got your phone number at 414-3290?

Speaker speaker_1: 490, yes.

Speaker speaker_0: And the email is cruz_mayra@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, I got that declined for you. Please be advised they did already send it in to be processed, so it is possible to see one deduction, but have to have one deduction and you shouldn't see anything else.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: I don't think there's anything else I can help you with today, Miss Cruz?

Speaker speaker_1: Mm-mm, no, that will be all. Hello?

Speaker speaker_0: Yes, ma'am. Uh, then there's nothing else. Thanks for calling Benefits in the Card. Hope you have a great rest of your day.

Speaker speaker_1: All right. You too. Thank you.