

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? Hi. Good morning. My name is Robinson Jean Charles. And I'm just calling to- Yes, your name? Yes. I just calling to, to close, uh, the insurance on ??? with you guys. Okay. Close your account? Yes. What staffing company do you work for? Serge. The last four of your social? Six, seven, four, five. Say that, say that one more time. Say again? Say it, say it one more time for me. Six, seven, four, five. First name? First name, Robinson. Your first name's Robinson? Yes, sir. Last name? Jean Charles. Okay. For security purposes, can you verify your address and date of birth for me? Um, my date of birth is 01/10/1990. My address is like... now, one second. Look up my address real quick. Hold on one second. Sorry, sir. I cannot give you ... I was like, can you verify your address and date of birth for me? Yes. One second. My, my date of birth is January in 1990. And the address? The address, uh... um, give me one second. Mm-hmm. Hang on. Hold on a second. Gotta verify this first. Hmm. Now, the address up here. Oh, 7... 7-12 West Park Street, Covington, KY 41011. And the state, your state? The state is KY, Kentucky. Yeah. So we got a good phone number at 390-7620? Yes, sir. And the, the email is robinsonzael@gmail.com? Say again? And the email is robinsonzael@gmail.com? Yes, sir. Thank you. All right. I got that declined for you, Mr. Jean. Was there anything else I can help you with being, today? Uh, that'll be all. No. Okay. There's nothing else. Thanks for calling Benefits in the Card. I hope you have a great rest of your day, man. All right. Oh, sorry. Say again. Um, so, so, um, the, the account you have now canceled the limit or? I declined it. Hold on. I declined it. I declined the coverage for you, sir. You won't re-... you won't get enrolled into the coverage. Sorry? I declined the coverage for you so you won't be enrolled into the health insurance offered through Surge. Okay. Was there anything else I could help you with today, Mr. Jean? No, that'll be all. That's all. All right. Thanks for calling Benefits in the Card. Hope you have a great rest of your day, man. All right. Thank you. No problem.

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: Hi. Good morning. My name is Robinson Jean Charles. And I'm just calling to-

Speaker speaker_1: Yes, your name?

Speaker speaker_2: Yes. I just calling to, to close, uh, the insurance on ??? with you guys.

Speaker speaker_1: Okay. Close your account?

Speaker speaker_2: Yes.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Serge.

Speaker speaker_1: The last four of your social?

Speaker speaker_2: Six, seven, four, five.

Speaker speaker_1: Say that, say that one more time.

Speaker speaker_2: Say again?

Speaker speaker_1: Say it, say it one more time for me.

Speaker speaker_2: Six, seven, four, five.

Speaker speaker_1: First name?

Speaker speaker_2: First name, Robinson.

Speaker speaker_1: Your first name's Robinson?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Last name?

Speaker speaker_2: Jean Charles.

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

Speaker speaker_2: Um, my date of birth is 01/10/1990. My address is like... now, one second. Look up my address real quick. Hold on one second. Sorry, sir. I cannot give you ...

Speaker speaker_1: I was like, can you verify your address and date of birth for me?

Speaker speaker_2: Yes. One second. My, my date of birth is January in 1990.

Speaker speaker_1: And the address?

Speaker speaker_2: The address, uh... um, give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Hang on. Hold on a second. Gotta verify this first. Hmm. Now, the address up here. Oh, 7... 7-12 West Park Street, Covington, KY 41011.

Speaker speaker_1: And the state, your state?

Speaker speaker_2: The state is KY, Kel- um, Kentucky.

Speaker speaker_1: Yeah. So we got a good phone number at 390-7620?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the, the email is robinsonzael@gmail.com?

Speaker speaker_2: Say again?

Speaker speaker_1: And the email is robinsonzael@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. All right. I got that declined for you, Mr. Jean. Was there anything else I can help you with being, today?

Speaker speaker_2: Uh, that'll be all. No.

Speaker speaker_1: Okay. There's nothing else. Thanks for calling Benefits in the Card. I hope you have a great rest of your day, man.

Speaker speaker_2: All right. Oh, sorry. Say again. Um, so, so, um, the, the account you have now canceled the limit or?

Speaker speaker_1: I declined it.

Speaker speaker_2: Hold on.

Speaker speaker_1: I declined it. I declined the coverage for you, sir. You won't re-... you won't get enrolled into the coverage.

Speaker speaker_2: Sorry?

Speaker speaker_1: I declined the coverage for you so you won't be enrolled into the health insurance offered through Surge.

Speaker speaker_2: Okay.

Speaker speaker_1: Was there anything else I could help you with today, Mr. Jean?

Speaker speaker_2: No, that'll be all. That's all.

Speaker speaker_1: All right. Thanks for calling Benefits in the Card. Hope you have a great rest of your day, man.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: No problem.