

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, so ... benefits in the card. This is Malcolm. How can I help you? Hi, Malcolm. I just... I was returning your call. I don't know why you called me. I just called to cancel my, uh, enrollment that I set up last week, and then I found out I already had a primary care phys- uh, primary care. So I just wanted to cancel my enrollment, and I did over the phone, and I hung up, and I was on the road, and you gave me a call back. I didn't want to answer it when I was on the road. I don't know why you called me back. Just to clarify that this- What's the name of your employer? ManCan. The last four of your social? Uh, no just the last, uh... No. I'm sorry, the last four? I already, I already, I already give, I already gave that to you guys. I already canceled it. I just don't know why, if this is a scammer trying to call me back or what. I just canceled- Sir, Or- ... and just talked to a... Go ahead. I already did it with- In order to see what they asked you for, I would have to pull up your account, 'cause they, we leave notes that state what we may call for. In order to help you, I would need to pull up your account. Well, I already canceled it with, uh, Stephanie. I just got off the phone with Stephanie 10 minutes ago, and I canceled it with her. So I thought I... And I did everything that I had to do. She asked me all my information and all that, and I give it to her, and she said, "All right. I will cancel that for you." And then you, and then not even two minutes later, you called me. The, the phone rang again. So I already took... I just don't know why you, I have to do this twice. Could you verify your address and date of birth for me? 7487 Brookside Street Northeast, Louisville, Ohio, 44641. And your date of birth? Uh, 9/19/64. Thank you. So it looks like she made a call to advise you that a deduction, that it's possible to see deductions within one to two weeks before the cancellation is complete. Say that again. She made an outbound call to you to let you, let you know that the cancellation process- No. ... takes up to two weeks. I, uh... Yeah, I didn't even... I just enrolled, and I didn't even... And it didn't even go through yet. It only called two days ago, so I just canceled it immediately 'cause I already have a primary care. I don't want you, I don't want what I signed up for. I see. But she told me she put that in there. All right. Did you ever- Let me check ... see it on my end, Mark? Okay, all right. I just wondered why you called again. It's just, I just got done doing that. I didn't know. But I mean, it's, it's, it's canceled though. Yes, sir. You're not going to be enrolled in anything. Thank you very much. Sorry for being so short with you. I just, I don't, I'm not good with all these scammers. I've been scammed too many times. I understand that- And I just got great after. Okay, thank you again. No problem, Mr. Markey. You have a great rest of your week, man. You do the same. Thanks, bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, so ... benefits in the card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, Malcolm. I just... I was returning your call. I don't know why you called me. I just called to cancel my, uh, enrollment that I set up last week, and then I found out I already had a primary care phys- uh, primary care. So I just wanted to cancel my enrollment, and I did over the phone, and I hung up, and I was on the road, and you gave me a call back. I didn't want to answer it when I was on the road. I don't know why you called me back. Just to clarify that this-

Speaker speaker_1: What's the name of your employer?

Speaker speaker_2: ManCan.

Speaker speaker_1: The last four of your social?

Speaker speaker_2: Uh, no just the last, uh... No.

Speaker speaker_1: I'm sorry, the last four?

Speaker speaker_2: I already, I already, I already give, I already gave that to you guys. I already canceled it. I just don't know why, if this is a scammer trying to call me back or what. I just canceled-

Speaker speaker_1: Sir,

Speaker speaker_3: Or-

Speaker speaker_2: ... and just talked to a... Go ahead. I already did it with-

Speaker speaker_1: In order to see what they asked you for, I would have to pull up your account, 'cause they, we leave notes that state what we may call for. In order to help you, I would need to pull up your account.

Speaker speaker_2: Well, I already canceled it with, uh, Stephanie. I just got off the phone with Stephanie 10 minutes ago, and I canceled it with her. So I thought I... And I did everything that I had to do. She asked me all my information and all that, and I give it to her, and she said, "All right. I will cancel that for you." And then you, and then not even two minutes later, you called me. The, the phone rang again. So I already took... I just don't know why you, I have to do this twice.

Speaker speaker_1: Could you verify your address and date of birth for me?

Speaker speaker_2: 7487 Brookside Street Northeast, Louisville, Ohio, 44641.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Uh, 9/19/64.

Speaker speaker_1: Thank you. So it looks like she made a call to advise you that a deduction, that it's possible to see deductions within one to two weeks before the cancellation is complete.

Speaker speaker_2: Say that again.

Speaker speaker_1: She made an outbound call to you to let you, let you know that the cancellation process-

Speaker speaker_2: No.

Speaker speaker_1: ... takes up to two weeks.

Speaker speaker_2: I, uh... Yeah, I didn't even... I just enrolled, and I didn't even... And it didn't even go through yet. It only called two days ago, so I just canceled it immediately 'cause I already have a primary care. I don't want you, I don't want what I signed up for.

Speaker speaker_1: I see.

Speaker speaker_2: But she told me she put that in there. All right. Did you ever-

Speaker speaker_1: Let me check ... see it on my end, Mark?

Speaker speaker_2: Okay, all right. I just wondered why you called again. It's just, I just got done doing that. I didn't know. But I mean, it's, it's, it's canceled though.

Speaker speaker_1: Yes, sir. You're not going to be enrolled in anything.

Speaker speaker_2: Thank you very much. Sorry for being so short with you. I just, I don't, I'm not good with all these scammers. I've been scammed too many times.

Speaker speaker_1: I understand that-

Speaker speaker_2: And I just got great after. Okay, thank you again.

Speaker speaker_1: No problem, Mr. Markey. You have a great rest of your week, man.

Speaker speaker_2: You do the same. Thanks, bye-bye.

Speaker speaker_1: Thank you. Bye.