

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card, this is Malcolm. How can I help you? Hi. Uh, this is Sheena Hannan. I work from HG Staffing and I had a call, uh, I had a missed call earlier from this number and I call also two days ago, I think, about my cancellation of my insurance. You say you are HG Staffing? Yes. What's the last four of your social? Um, sorry? The last four of your social? Okay. 4968. First name? Sheena. Last name? Uh, Hannan. For security purposes, can you verify your address and date of birth for me? Okay. 211A Fleming Street, Alexandria, Tennessee 37012 and my date of birth is 12/18/1985. Thank you. So we got your phone number as 513-815-0493? That's correct. And your email is LordSheena@yahoo.com? Yeah, LordSheena@yahoo.com and that's correct. Thank you. All right. So it looks like... It looks like someone made a outbound call you, call to you today to advise you of the cancellation for your MVP plan? Yes. So it says it's been canceled with the effective date of 4/30/25, which is for the month of April. That, that should be you. Uh, okay. So it is canceled now? Yes, ma'am. It's missed the end of 4/30. Okay. Okay. All right. Well, we'll ... if there's anything else I can help you with, Sheena, anything? No. No, that's it. That's it. But thank you. No problem. Thanks for calling Benefits in a Card. I hope you have a great weekend. Okay. 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: Hi. Uh, this is Sheena Hannan. I work from HG Staffing and I had a call, uh, I had a missed call earlier from this number and I call also two days ago, I think, about my cancellation of my insurance.

Speaker speaker_0: You say you are HG Staffing?

Speaker speaker_1: Yes.

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

Speaker speaker_1: Um, sorry?

Speaker speaker_0: The last four of your social?

Speaker speaker_1: Okay. 4968.

Speaker speaker_0: First name?

Speaker speaker_1: Sheena.

Speaker speaker_0: Last name?

Speaker speaker_1: Uh, Hannan.

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

Speaker speaker_1: Okay. 211A Fleming Street, Alexandria, Tennessee 37012 and my date of birth is 12/18/1985.

Speaker speaker_0: Thank you. So we got your phone number as 513-815-0493?

Speaker speaker_1: That's correct.

Speaker speaker_0: And your email is LordSheena@yahoo.com?

Speaker speaker_1: Yeah, LordSheena@yahoo.com and that's correct.

Speaker speaker_0: Thank you. All right. So it looks like... It looks like someone made a outbound call you, call to you today to advise you of the cancellation for your MVP plan?

Speaker speaker_1: Yes.

Speaker speaker_0: So it says it's been canceled with the effective date of 4/30/25, which is for the month of April. That, that should be you.

Speaker speaker_1: Uh, okay. So it is canceled now?

Speaker speaker_0: Yes, ma'am. It's missed the end of 4/30.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: All right. Well, we'll ... if there's anything else I can help you with, Sheena, anything?

Speaker speaker_1: No. No, that's it. That's it. But thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Card. I hope you have a great weekend.

Speaker speaker_1: Okay. You too.

Speaker speaker_0: Thank you.