

Transcript: Malcolm

Nash-5978531452600320-5528619971690496

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? How are you doing, Malcolm? I'm trying to figure out, um, how I got signed up for this address. Uh, they say I have an insurance through you. Which staffing company do you work for? Serge. Yeah, so they auto-enroll their employees into that coverage, unless you decline it. What's the last four of your social? Uh, 5144. First name? Samuel. Last name? Harris. Right. For security purposes, can you verify your address and date of birth for me? Yeah. 3329 Courtney Sue Lane, Canal Winchester, Ohio 43110. Birthday October 5th, 1976. Thank you. So, yeah, your phone number is 812-8354? Yes. And your email is harrisam1005@gmail.com? Yes. Right. Now I'm assuming you want me to cancel your coverage for you? Yes, please. All right, so I got that canceled. Please be advised the cancellation process does take one or two weeks. It is possible to see the ducks to, within those two weeks, but after two weeks you shouldn't see anything else. All right. Okay. Hmm. All right. Thank you. Was there anything else I can help you with today, Mr. Harris? Uh, no. That'll be it. Okay. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week. 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: How are you doing, Malcolm? I'm trying to figure out, um, how I got signed up for this address. Uh, they say I have an insurance through you.

Speaker speaker_0: Which staffing company do you work for?

Speaker speaker_1: Serge.

Speaker speaker_0: Yeah, so they auto-enroll their employees into that coverage, unless you decline it. What's the last four of your social?

Speaker speaker_1: Uh, 5144.

Speaker speaker_0: First name?

Speaker speaker_1: Samuel.

Speaker speaker_0: Last name?

Speaker speaker_1: Harris.

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

Speaker speaker_1: Yeah. 3329 Courtney Sue Lane, Canal Winchester, Ohio 43110. Birthday October 5th, 1976.

Speaker speaker_0: Thank you. So, yeah, your phone number is 812-8354?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is harrisam1005@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Right. Now I'm assuming you want me to cancel your coverage for you?

Speaker speaker_1: Yes, please.

Speaker speaker_0: All right, so I got that canceled. Please be advised the cancellation process does take one or two weeks. It is possible to see the ducks to, within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker_1: All right. Okay. Hmm. All right. Thank you.

Speaker speaker_0: Was there anything else I can help you with today, Mr. Harris?

Speaker speaker_1: Uh, no. That'll be it.

Speaker speaker_0: Okay. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.