

Transcript: Malcolm

Nash-6007121334026240-5181620231127040

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, um... Sure. I had onboarded for the company I'm working for, uh, last week and I had selected a medical plan a- and I've given it a lot of thought and I've decided, uh, I want to change my mind and just opt out all together. Okay. What's that company you work for? Um, it's Segorcis Golf, but, um, it was done through, uh, American Staff Corp. What's the last four of your social? 8164. Can you hold just a second, please? Mm-hmm. I'm sorry about that. Okay. What's your first name? Wade, W-A-D-E. Last name? Carrier, C-A-R-R-I-E-R. Okay. For security purposes, can you verify your address and date of birth for me? Uh, 1809 South 161st West Avenue, Sand Springs, Oklahoma 74063. Date of birth was 7/15/85. Okay. All right. I got that canceled for you, Mr. Carrier. Was there anything else I can help you with today? No, that'll be it. Thank you. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Thanks. Yeah.

Conversation Format

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

Speaker speaker_1: Hi, um...

Speaker speaker_0: Sure.

Speaker speaker_1: I had onboarded for the company I'm working for, uh, last week and I had selected a medical plan a- and I've given it a lot of thought and I've decided, uh, I want to change my mind and just opt out all together.

Speaker speaker_0: Okay. What's that company you work for?

Speaker speaker_1: Um, it's Segorcis Golf, but, um, it was done through, uh, American Staff Corp.

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

Speaker speaker_1: 8164. Can you hold just a second, please?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I'm sorry about that.

Speaker speaker_0: Okay. What's your first name?

Speaker speaker_1: Wade, W-A-D-E.

Speaker speaker_0: Last name?

Speaker speaker_1: Carrier, C-A-R-R-I-E-R.

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

Speaker speaker_1: Uh, 1809 South 161st West Avenue, Sand Springs, Oklahoma 74063. Date of birth was 7/15/85.

Speaker speaker_0: Okay. All right. I got that canceled for you, Mr. Carrier. Was there anything else I can help you with today?

Speaker speaker_1: No, that'll be it. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: You too. Thanks.

Speaker speaker_0: Yeah.