

Transcript: Malcolm

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Full Transcript

This is Your call may be monitored or recorded for quality assurance purposes. ... to the car, this is now, so I'm not going to help you. Hi, yes, I'm calling to update my benefits for next year. What staffing company do you work for? Uh, ATC. What's the last four of your social? 3211. First name? A-a-d-a. Thank you. For security purposes, can you verify your address and date of birth for me? The address is 515 Glenwood Way, uh, Stockbridge, Georgia, 30281. Um, the s- uh, date of birth is December 9th, 1980. Thank you. So were you wanting to make changes? Yeah, I don't want any, any other benefits. I just want the dental and the vision and that's it. So you want to drop the medical and the term life? Everything except dental and vision. Keep it, keep it, keep... Remove everything except dental and vision. Can I offer you a brief hold? Yeah. Thank you. Hey, hey there, Ms., hey there, Ms. Alberto. Yes. Since I've got that changed in the system for you, please be advised it does take one to two weeks for the changes to happen. It is possible to see deductions within those two weeks but after two weeks, you should see the new total of the \$13. No, the \$14.56. Why am I being charged for that? It takes two weeks for the changes to happen, ma'am. Okay. And you'll still have active coverage within those two weeks but after two weeks you'll see the new change. Okay. All right, well- Okay. ... is there anything else I can help you today, Ms. Alberto? No, I just want to make sure that my kids, um, are still in the coverage. Yes, ma'am, they are. Okay. Was there anything else I can help you with today, Ms. Alberto? Uh, no, thank you. No problem. Thanks for calling Benefits in the Car though, hope you have a g- good rest of the week. Thank you. Bye bye. Bye.

Conversation Format

Speaker speaker_0: This is

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: ... to the car, this is now, so I'm not going to help you.

Speaker speaker_2: Hi, yes, I'm calling to update my benefits for next year.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_2: Uh, ATC.

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

Speaker speaker_2: 3211.

Speaker speaker_0: First name?

Speaker speaker_2: A-a-d-a.

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

Speaker speaker_2: The address is 515 Glenwood Way, uh, Stockbridge, Georgia, 30281. Um, the s- uh, date of birth is December 9th, 1980.

Speaker speaker_0: Thank you. So were you wanting to make changes?

Speaker speaker_2: Yeah, I don't want any, any other benefits. I just want the dental and the vision and that's it.

Speaker speaker_0: So you want to drop the medical and the term life?

Speaker speaker_2: Everything except dental and vision. Keep it, keep it, keep... Remove everything except dental and vision.

Speaker speaker_0: Can I offer you a brief hold?

Speaker speaker_2: Yeah.

Speaker speaker_0: Thank you. Hey, hey there, Ms., hey there, Ms. Alberto.

Speaker speaker_2: Yes.

Speaker speaker_0: Since I've got that changed in the system for you, please be advised it does take one to two weeks for the changes to happen. It is possible to see deductions within those two weeks but after two weeks, you should see the new total of the \$13. No, the \$14.56.

Speaker speaker_2: Why am I being charged for that?

Speaker speaker_0: It takes two weeks for the changes to happen, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_0: And you'll still have active coverage within those two weeks but after two weeks you'll see the new change.

Speaker speaker_2: Okay.

Speaker speaker_0: All right, well-

Speaker speaker_2: Okay.

Speaker speaker_0: ... is there anything else I can help you today, Ms. Alberto?

Speaker speaker_2: No, I just want to make sure that my kids, um, are still in the coverage.

Speaker speaker_0: Yes, ma'am, they are.

Speaker speaker_2: Okay.

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

Speaker speaker_2: Uh, no, thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car though, hope you have a g- good rest of the week.

Speaker speaker_2: Thank you. Bye bye.

Speaker speaker_0: Bye.