

Transcript: Malcolm

Nash-6088334351319040-5015039203917824

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card, this is Malcolm. How can I help you? Uh, hi, Malcolm. Uh, my name's Ronald and I'm just calling to cancel my, I guess, uh, insurance plan. Okay. What staffing company do you work for? Yes, the staffing company is, uh, Oxford Global. And what's the last four of your Social? Sure. It's, uh, 6411. First name? Uh, Ronald. R-O-N-A-L-D. Last name? Uh, Wang. W-A-N-G. All right. For security purposes, can you verify your address and date of birth for me? Sure. My address is 11186 Blackburn Lane, Alpharetta, Georgia. Zip code three, zero, zero, two, two. And then my, uh, birthday is September 20th, year 1988. Thank you. You just want to... You want to cancel all your coverage? Yes. Okay. We got that canceled for you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else. Gotcha. Okay. So one to two weeks, uh, but after two weeks... Okay, no more char... No more deductions. Got it. Yes, sir. All right. Uh, that is all for today. Well, if there's noth- if there's nothing else, Mr. Wayne, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Thank you. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Card, this is Malcolm. How can I help you?

Speaker speaker_2: Uh, hi, Malcolm. Uh, my name's Ronald and I'm just calling to cancel my, I guess, uh, insurance plan.

Speaker speaker_1: Okay. What staffing company do you work for?

Speaker speaker_2: Yes, the staffing company is, uh, Oxford Global.

Speaker speaker_1: And what's the last four of your Social?

Speaker speaker_2: Sure. It's, uh, 6411.

Speaker speaker_1: First name?

Speaker speaker_2: Uh, Ronald. R-O-N-A-L-D.

Speaker speaker_1: Last name?

Speaker speaker_2: Uh, Wang. W-A-N-G.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Sure. My address is 11186 Blackburn Lane, Alpharetta, Georgia. Zip code three, zero, zero, two, two. And then my, uh, birthday is September 20th, year 1988.

Speaker speaker_1: Thank you. You just want to... You want to cancel all your coverage?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. We got that canceled for you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker_2: Gotcha. Okay. So one to two weeks, uh, but after two weeks... Okay, no more char... No more deductions. Got it.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. Uh, that is all for today.

Speaker speaker_1: Well, if there's noth- if there's nothing else, Mr. Wayne, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_2: Thank you. You too. Bye-bye.