

## **Transcript: Malcolm**

**Nash-6112246538911744-5182220695977984**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. Um, please, my name is Harriet Owusu. I had, um, this insurance card. I didn't, um, fill any application form. I work for Crown Staffing. So I want to know, like, what is it about? So you wanted to know about the health insurance? Yes. All right. What's the last four of your social? Um, 7926. You said 7926? Yes, please. First name? Mm-hmm. Harriet. Last name? Owusu. All right. For security purposes, can you verify your address and date of birth for me? Um, 1425 Pine Hill Road, Crystal, Illinois, 60403. And my date of birth is September 2nd, 1995. Thank you. So we got your phone number, 815-793-4328? Yes, please. And your email is harrietlastname24@gmail.com? Yes, please. Thank you. All right. So it looks like the plan that you have is the MDC TeleRx Plan, which is a preventative care plan. That'd be good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services, and it also includes free Rx, which gives you access to over 800 acute and chronic medications. And how much is the cost for my pay? It's \$15.62 a week. Um, I didn't fill any applications, so I don't need it. I want you to cancel it. All right. I got a cancel for you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions for the next two weeks, but after two weeks you shouldn't see anything else. Okay. All right. Well, is there anything else I can help you with today, Miss Harriet? No. So it will be canceled, right? Yes, ma'am. I just put in a request for it to be canceled today. It takes one to two weeks. All right. Thank you. No problem. Was there anything else I can help you with today? No, please. Thank you. Bye. No problem. Thanks for calling Benefits in the Car. I hope you have a great week.

### **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 Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi. Um, please, my name is Harriet Owusu. I had, um, this insurance card. I didn't, um, fill any application form. I work for Crown Staffing. So I want to know, like, what is it about?

Speaker speaker\_1: So you wanted to know about the health insurance?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. What's the last four of your social?

Speaker speaker\_2: Um, 7926.

Speaker speaker\_1: You said 7926?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: First name?

Speaker speaker\_2: Mm-hmm. Harriet.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Owusu.

Speaker speaker\_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Um, 1425 Pine Hill Road, Crystal, Illinois, 60403. And my date of birth is September 2nd, 1995.

Speaker speaker\_1: Thank you. So we got your phone number, 815-793-4328?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: And your email is harrietlastname24@gmail.com?

Speaker speaker\_2: Yes, please.

Speaker speaker\_1: Thank you. All right. So it looks like the plan that you have is the MDC TeleRx Plan, which is a preventative care plan. That'd be good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services, and it also includes free Rx, which gives you access to over 800 acute and chronic medications.

Speaker speaker\_2: And how much is the cost for my pay?

Speaker speaker\_1: It's \$15.62 a week.

Speaker speaker\_2: Um, I didn't fill any applications, so I don't need it. I want you to cancel it.

Speaker speaker\_1: All right. I got a cancel for you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions for the next two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Well, is there anything else I can help you with today, Miss Harriet?

Speaker speaker\_2: No. So it will be canceled, right?

Speaker speaker\_1: Yes, ma'am. I just put in a request for it to be canceled today. It takes one to two weeks.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: No problem. Was there anything else I can help you with today?

Speaker speaker\_2: No, please. Thank you. Bye.

Speaker speaker\_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great week.