

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Yes, good morning, Malcolm. Um, my name is John England and I'm wanting to cancel my health insurance. What staffing company do you work for? Surge. Last four of your Social? 8056. You said 8056? 8056, yes . First name? John. Last name? England, just like the country. John England. Are you a brand new hire? Yes. Just might add that to an assistant. What's your full Social? 293-44-8056. You said 293-44-8056? Correct. Thank you. First name and how do you spell it? J-O-H-N. Last name? England, just like the country. E-N-G-L-A-N-D. Address? 701 Summit Street. That's Piqua, Ohio. P-I-Q-U-A 45356. You said P-I-Q-L-A? Yes, P-I-Q-U-A. And what was the state? Um, Ohio. Zip code? 45356 . Date of birth? 8/1/64. Email? Uh, I don't have one. Phone number? 214-2761. You said 214-2761? Yes. Is... I, I got that declined for you, Mr. England. Was there anything else I can help you with today? Um, that is it. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. You also. Thank you.

Conversation Format

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

Speaker speaker_1: Yes, good morning, Malcolm. Um, my name is John England and I'm wanting to cancel my health insurance.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Surge.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: 8056.

Speaker speaker_0: You said 8056?

Speaker speaker_1: 8056, yes .

Speaker speaker_0: First name?

Speaker speaker_1: John.

Speaker speaker_0: Last name?

Speaker speaker_1: England, just like the country.

Speaker speaker_0: John England. Are you a brand new hire?

Speaker speaker_1: Yes.

Speaker speaker_0: Just might add that to an assistant. What's your full Social?

Speaker speaker_1: 293-44-8056.

Speaker speaker_0: You said 293-44-8056?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. First name and how do you spell it?

Speaker speaker_1: J-O-H-N.

Speaker speaker_0: Last name?

Speaker speaker_1: England, just like the country. E-N-G-L-A-N-D.

Speaker speaker_0: Address?

Speaker speaker_1: 701 Summit Street. That's Piqua, Ohio. P-I-Q-U-A 45356.

Speaker speaker_0: You said P-I-Q-L-A?

Speaker speaker_1: Yes, P-I-Q-U-A.

Speaker speaker_0: And what was the state?

Speaker speaker_1: Um, Ohio.

Speaker speaker_0: Zip code?

Speaker speaker_1: 45356 .

Speaker speaker_0: Date of birth?

Speaker speaker_1: 8/1/64.

Speaker speaker_0: Email?

Speaker speaker_1: Uh, I don't have one.

Speaker speaker_0: Phone number?

Speaker speaker_1: 214-2761.

Speaker speaker_0: You said 214-2761?

Speaker speaker_1: Yes.

Speaker speaker_0: Is... I, I got that declined for you, Mr. England. Was there anything else I can help you with today?

Speaker speaker_1: Um, that is it.

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

Speaker speaker_1: You also.

Speaker speaker_0: Thank you.