

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Space Mountain Benefits and the Card, this is Malcolm. How can I help you? Hey, my name is Maxwell. I just get a confirmation email from you guys. I called earlier on to that I don't want to be enrolled in the automatic health insurance benefit and then I called for... What's your last name? Huh? What staffing company do you work for? Serge. Your last four of your social? 4016. First name? Maxwell. You saying Matthew? Maxwell. Maxwell? Yes. Are you a brand new hire? Huh? Is Maxwell your last name or your first name? Maxwell is my first name. My last name is Sarbah, S-A-R-B-A-H. Okay. For security purposes, can you verify your address and date of birth for me? 1016 Parkwood Drive, Joliet, Illinois. Zip code is 60432. July 10th, 1978. Thank you. So yeah, your phone number is 67792253312? Yes. And the email is maxwell@sarbah34@gmail.com? First and last name together 34gmail.co. And you say you want to cancel your coverage? I've already canceled it and I got... I just started with them and I got a message that in 30 days they're going to automa- uh, I'm gonna get a automatic, uh, what you call health insurance. I called to cancel it, but when I got the confirmation email it says the request made on 092424, but I make the request today, but the date said 092424. That is what I'm calling about. Oh, yeah. So it looks like you're... Yeah, you already, you already declined it, sir. That's just the automatic text message. You can ignore that. Oh, okay. All right. Okay. I want to... So is it declined in your system? Yes, sir. You've been declined, Mr. Maxwell. Was there anything else I can help you with today? That will be all for today. Thank you. No problem. I hope you have a great rest of your week now. You as well. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Space Mountain Benefits and the Card, this is Malcolm. How can I help you?

Speaker speaker_2: Hey, my name is Maxwell. I just get a confirmation email from you guys. I called earlier on to that I don't want to be enrolled in the automatic health insurance benefit and then I called for...

Speaker speaker_1: What's your last name?

Speaker speaker_2: Huh?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Serge.

Speaker speaker_1: Your last four of your social?

Speaker speaker_2: 4016.

Speaker speaker_1: First name?

Speaker speaker_2: Maxwell.

Speaker speaker_1: You saying Matthew?

Speaker speaker_2: Maxwell.

Speaker speaker_1: Maxwell?

Speaker speaker_2: Yes.

Speaker speaker_1: Are you a brand new hire?

Speaker speaker_2: Huh?

Speaker speaker_1: Is Maxwell your last name or your first name?

Speaker speaker_2: Maxwell is my first name. My last name is Sarbah, S-A-R-B-A-H.

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

Speaker speaker_2: 1016 Parkwood Drive, Joliet, Illinois. Zip code is 60432. July 10th, 1978.

Speaker speaker_1: Thank you. So yeah, your phone number is 67792253312?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email is maxwell@sarbah34@gmail.com?

Speaker speaker_2: First and last name together 34gmail.co.

Speaker speaker_1: And you say you want to cancel your coverage?

Speaker speaker_2: I've already canceled it and I got... I just started with them and I got a message that in 30 days they're going to automa- uh, I'm gonna get a automatic, uh, what you call health insurance. I called to cancel it, but when I got the confirmation email it says the request made on 092424, but I make the request today, but the date said 092424. That is what I'm calling about.

Speaker speaker_1: Oh, yeah. So it looks like you're... Yeah, you already, you already declined it, sir. That's just the automatic text message. You can ignore that.

Speaker speaker_2: Oh, okay. All right. Okay. I want to... So is it declined in your system?

Speaker speaker_1: Yes, sir. You've been declined, Mr. Maxwell. Was there anything else I can help you with today?

Speaker speaker_2: That will be all for today. Thank you.

Speaker speaker_1: No problem. I hope you have a great rest of your week now.

Speaker speaker_2: You as well.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye.