

Transcript: Malcolm

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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? Hi, Malcolm. I see that today is my last day of, uh, enrollment, and I wanted to just triple check that my benefits are going to continue into the following year. All right. What staffing company do you work for? I work for Oxford Consultants. Last four of your Social? 1246. First name? Rachel. Last name? Sturtz. All right. Just for getting purposes, can you verify your address and date of birth for me? 2104 Arlington Trail, Apartment One, North Mankato, Minnesota, 56003. Date of birth is August 1st, 1990. Thank you. So we got a good phone number as seven two zero six one eight seven nine two eight? That is correct. And the email is rsturtz@gmail.com? Yes. All right. So are you saying you want to cancel your coverage? Nope. I'm triple checking that it's going to continue over into the next year as it currently sh- is. Oh, yes- I don't want to make any changes. Yeah. If you don't make any changes, then it should just roll over. Okay. That's what I wanted to triple check on. Uh, sorry about taking up the time, but I did want to check that and not have weird surprises. No, you're fine, Miss Rachel. Was there anything else I can help you with today? That's it. Thank you so much. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Thank you. Bye-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: Hi, Malcolm. I see that today is my last day of, uh, enrollment, and I wanted to just triple check that my benefits are going to continue into the following year.

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

Speaker speaker_2: I work for Oxford Consultants.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: 1246.

Speaker speaker_1: First name?

Speaker speaker_2: Rachel.

Speaker speaker_1: Last name?

Speaker speaker_2: Sturtz.

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

Speaker speaker_2: 2104 Arlington Trail, Apartment One, North Mankato, Minnesota, 56003. Date of birth is August 1st, 1990.

Speaker speaker_1: Thank you. So we got a good phone number as seven two zero six one eight seven nine two eight?

Speaker speaker_2: That is correct.

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

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So are you saying you want to cancel your coverage?

Speaker speaker_2: Nope. I'm triple checking that it's going to continue over into the next year as it currently sh- is.

Speaker speaker_1: Oh, yes-

Speaker speaker_2: I don't want to make any changes.

Speaker speaker_1: Yeah. If you don't make any changes, then it should just roll over.

Speaker speaker_2: Okay. That's what I wanted to triple check on. Uh, sorry about taking up the time, but I did want to check that and not have weird surprises.

Speaker speaker_1: No, you're fine, Miss Rachel. Was there anything else I can help you with today?

Speaker speaker_2: That's it. Thank you so much.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye.