

## **Transcript: Malcolm**

**Nash-6382597598920704-5893511905853440**

### **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? Yes, my name is John Hathcock with... I've been brought in by Oxford, Oxford Core and, um, I'm drawing some dental benefit, which I want to cancel. All right. For security purposes, can you verify your address and date of birth for me? What did you need? Just verify your address and date of birth for me. It's 1428 Queen Way, Livingston, California, 95334, January 5, 1954. Thank you. I, I got that canceled for you, Mr. John. Please be advised the cancellation process does take one to two weeks, and it is possible to see deductions within those two weeks. After two weeks, you shouldn't see anything else. So you put that the deduction may happen up to, for the next two weeks before it's canceled? Yes, sir, but it takes one to two weeks for the cancellation process. Okay. Well, thank you. So if I see it continues beyond- All right, Mr. John. ... the middle of the month, then I'll give you a call back. Yes, sir. Okay. Well, thank you. You have a great day. You too, Mr. John. Happy New Year. Okay, happy New Year. Bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Yes, my name is John Hathcock with... I've been brought in by Oxford, Oxford Core and, um, I'm drawing some dental benefit, which I want to cancel.

Speaker speaker\_2: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: What did you need?

Speaker speaker\_2: Just verify your address and date of birth for me.

Speaker speaker\_1: It's 1428 Queen Way, Livingston, California, 95334, January 5, 1954.

Speaker speaker\_2: Thank you. I, I got that canceled for you, Mr. John. Please be advised the cancellation process does take one to two weeks, and it is possible to see deductions within those two weeks. After two weeks, you shouldn't see anything else.

Speaker speaker\_1: So you put that the deduction may happen up to, for the next two weeks before it's canceled?

Speaker speaker\_2: Yes, sir, but it takes one to two weeks for the cancellation process.

Speaker speaker\_1: Okay. Well, thank you. So if I see it continues beyond-

Speaker speaker\_2: All right, Mr. John.

Speaker speaker\_1: ... the middle of the month, then I'll give you a call back.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. Well, thank you. You have a great day.

Speaker speaker\_2: You too, Mr. John. Happy New Year.

Speaker speaker\_1: Okay, happy New Year. Bye.

Speaker speaker\_2: Bye.