

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? Yes, my name is John Hathecock 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 Hathecock 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.