

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey, how you doing, Malcolm? My name's Katina Bailey, Katina Bailey, and I work at Restaurac and I'm trying to get the insurance off my, off my, um, check 'cause I, I got my own insurance, I got my own insurance. I got Ambetter, I got Blue Cross Blue Shield and I got Oscar's. I only- Hey, what is that company you work for? I work for, uh, Search. What was the last four of your social? 0406. First name? Katina, K-A-T-I-M-A. Bailey, B-A-I-L-E-Y. Can you say K-A-T-Katina, K-A-T-I-N-A. For security purposes, ma'am, could you verify your address and date of birth for me? Uh, my address is, um, uh, da, da, da, um, North, Northwest Expressway... Northeast Expressway. Uh, shit, um, I got it on paper, hold on. Let's see. What's the, the address here? What, what is it? 25515. 25515. North, North- Northeast Expressway. Northeast Expressway. 25515 Northeast Expressway and 30345. Okay. And date of birth? Hold on. Wait a minute. Um, my address is 25515 Northeast Expressway, 30345. And your date of birth? July the 2nd, 1972. Thank you. All right. I got that canceled for you. Please be advised it's possible you'll see deductions with those two weeks. After two weeks, you shouldn't see anything else. Okay. All right. Thank you. No problem, Miss Bailey. You have a great weekend. All right. You too. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, how you doing, Malcolm? My name's Katina Bailey, Katina Bailey, and I work at Restaurac and I'm trying to get the insurance off my, off my, um, check 'cause I, I got my own insurance, I got my own insurance. I got Ambetter, I got Blue Cross Blue Shield and I got Oscar's. I only-

Speaker speaker_0: Hey, what is that company you work for?

Speaker speaker_1: I work for, uh, Search.

Speaker speaker_0: What was the last four of your social?

Speaker speaker_1: 0406.

Speaker speaker_0: First name?

Speaker speaker_1: Katina, K-A-T-I-M-A. Bailey, B-A-I-L-E-Y.

Speaker speaker_0: Can you say K-A-T-

Speaker speaker_1: Katina, K-A-T-I-N-A.

Speaker speaker_0: For security purposes, ma'am, could you verify your address and date of birth for me?

Speaker speaker_1: Uh, my address is, um, uh, da, da, da, um, North, Northwest Expressway... Northeast Expressway. Uh, shit, um, I got it on paper, hold on. Let's see. What's the, the address here? What, what is it?

Speaker speaker_2: 25515.

Speaker speaker_1: 25515. North, North-

Speaker speaker_2: Northeast Expressway.

Speaker speaker_1: Northeast Expressway. 25515 Northeast Expressway and 30345. Okay.

Speaker speaker_0: And date of birth?

Speaker speaker_1: Hold on. Wait a minute. Um, my address is 25515 Northeast Expressway, 30345.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: July the 2nd, 1972.

Speaker speaker_0: Thank you. All right. I got that canceled for you. Please be advised it's possible you'll see deductions with those two weeks. After two weeks, you shouldn't see anything else.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: No problem, Miss Bailey. You have a great weekend.

Speaker speaker_1: All right. You too. Bye-bye.

Speaker speaker_0: Thank you. Bye.