

Transcript: Malcolm

Nash-6542291561267200-4672374109028352

Full Transcript

Thanks for calling Benefits United. This is Malcolm, how can I help you? Yes, hi. I was calling today to, uh, opt out the... Like what was it? Insurance that I have. What staffing company do you work for? Carlton. Carlton Staffing. What's the last four of your social? 8025. First name? Edgar. Last name? Jaimes. Right. For security purposes, can you verify your address and date of birth for me? Uh, 12314 Pine Knoll, Houston, Texas 77099. 6/29/85. Thank you. So looks like they did already send in the end of year process. It is possible to see one deduction, but after that one deduction you shouldn't see any more. Oh, okay. Uh, do, um, do you know how much the deduction will be? It would be \$16.05. Okay. So next time they'll just... Uh, I won't... They'll, they won't take that off. You should. If you see a deduction, it'll only be one, and after that one you shouldn't see any more. Okay, I appreciate it. No problem, Mr. Edgar. Was there anything else I could help you with today? Uh, yeah, thank you so much. No problem. You have a great weekend. Oh, yeah, you have a great weekend. Yes, sir. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits United. This is Malcolm, how can I help you?

Speaker speaker_1: Yes, hi. I was calling today to, uh, opt out the... Like what was it? Insurance that I have.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Carlton. Carlton Staffing.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 8025.

Speaker speaker_0: First name?

Speaker speaker_1: Edgar.

Speaker speaker_0: Last name?

Speaker speaker_1: Jaimes.

Speaker speaker_0: Right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, 12314 Pine Knoll, Houston, Texas 77099. 6/29/85.

Speaker speaker_0: Thank you. So looks like they did already send in the end of year process. It is possible to see one deduction, but after that one deduction you shouldn't see any more.

Speaker speaker_1: Oh, okay. Uh, do, um, do you know how much the deduction will be?

Speaker speaker_0: It would be \$16.05.

Speaker speaker_1: Okay. So next time they'll just... Uh, I won't... They'll, they won't take that off.

Speaker speaker_0: You should. If you see a deduction, it'll only be one, and after that one you shouldn't see any more.

Speaker speaker_1: Okay, I appreciate it.

Speaker speaker_0: No problem, Mr. Edgar. Was there anything else I could help you with today?

Speaker speaker_1: Uh, yeah, thank you so much.

Speaker speaker_0: No problem. You have a great weekend. Oh, yeah, you have a great weekend.

Speaker speaker_1: Yes, sir. All right. Bye-bye.