

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is ... help you. Tell me what happened, sir. Sir, how are you doing today? Can you hear me? Good. How about you? Yes, sir. How can I help you? Oh, I received a call out from y'all for my job. Uh, search- Mm-hmm. Well, you want to cancel the insurance? Uh, yes, sir, I want to cancel the insurance. All right. What's the last four of your social? 7916. 'Cause I have my own insurance. I, I, I have Medicare and Medicaid. Yes, sir. Your first name? Uh, Brennan Stewart. All right. For security purposes, can you verify your address and date of birth for me? Uh, 2265 King Street, Macon, Georgia, zip code 31204. And my birthday is January the 15th, 1973. Thank you. So I got that canceled for you, Mr. Stewart. Please be advised the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks, but after two weeks, you shouldn't see anything else. Uh, yes, sir. All right. Well, is there anything else I can help you with today, Mr. Stewart? N- no, sir. All right. Well, thanks for calling Benefits in the Card. I hope you have a great rest of your weekend. Mm-hmm. Okay.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is ... help you.

Speaker speaker_1: Tell me what happened, sir.

Speaker speaker_2: Sir, how are you doing today? Can you hear me?

Speaker speaker_0: Good. How about you? Yes, sir. How can I help you?

Speaker speaker_2: Oh, I received a call out from y'all for my job. Uh, search-

Speaker speaker_0: Mm-hmm. Well, you want to cancel the insurance?

Speaker speaker_2: Uh, yes, sir, I want to cancel the insurance.

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

Speaker speaker_2: 7916. 'Cause I have my own insurance. I, I, I have Medicare and Medicaid.

Speaker speaker_0: Yes, sir. Your first name?

Speaker speaker_2: Uh, Brennan Stewart.

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

Speaker speaker_2: Uh, 2265 King Street, Macon, Georgia, zip code 31204. And my birthday is January the 15th, 1973.

Speaker speaker_0: Thank you. So I got that canceled for you, Mr. Stewart. Please be advised the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks, but after two weeks, you shouldn't see anything else.

Speaker speaker_2: Uh, yes, sir.

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Mr. Stewart?

Speaker speaker_2: N- no, sir.

Speaker speaker_0: All right. Well, thanks for calling Benefits in the Card. I hope you have a great rest of your weekend.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Okay.