

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 Car. This is Malcolm. How can I help you? Hey, Malcolm. My name's Paul Spencer. I'm with, uh, Ox- I'm a employee of, uh, Oxford, um, um, a temporary agency and I'm- Mm-hmm. ... looking at updating my, uh, benefits. All right. What's the last four of your social? 3006. All right. For security purposes, can you verify your address and date of birth for me? Uh, address is 522 Ridgeview Drive, Louisville, Colorado 80027. Date of birth is July 10th, 1959. Thank you. So we got your phone number, 269-598-2863? That is correct. And I get email as chem- Yeah. ... eng- Chemical engineer with an MBA, so it's chemengmba@aol.com. Thank you. All right. What type of changes were you looking to make? Um, so I, I'm now on Medicare so I don't need any of the health insurance. So you want to cancel everything? Uh, no. I need the... I do want to have the dental and, and vision. So you just want to keep your dental and vision and that's it? Uh, short-term disability, so everything but- Are you with a spouse? ... the medical. Uh, including my spouse. So everything but the medical. Everything but the health insurance 'cause I'm covered. Both of us are covered by Medicare. Okay. You mind if I put you on a brief hold? Yep. How you doing, Mr. Spencer? Yes, I am. All right. So you just want to remove the MUC TeleRx and the InSurge Plus Enhanced? And you just want to keep your- Correct. ... dental, return disability, life insurance and the vision? Yes, please. Okay. All right. So your new total will be \$17.86. It does take one to two weeks for those changes to happen. After two weeks, you should see the new total of \$17.86. Okay. Thank you very much. No problem. Was there anything else I can help you with today, Mr. Spencer? No, you've been very good. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right. Uh, you as well. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. My name's Paul Spencer. I'm with, uh, Ox- I'm a employee of, uh, Oxford, um, um, a temporary agency and I'm-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... looking at updating my, uh, benefits.

Speaker speaker_1: All right. What's the last four of your social?

Speaker speaker_2: 3006.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, address is 522 Ridgeview Drive, Louisville, Colorado 80027. Date of birth is July 10th, 1959.

Speaker speaker_1: Thank you. So we got your phone number, 269-598-2863?

Speaker speaker_2: That is correct.

Speaker speaker_1: And I get email as chem-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... eng-

Speaker speaker_2: Chemical engineer with an MBA, so it's chemengmba@aol.com.

Speaker speaker_1: Thank you. All right. What type of changes were you looking to make?

Speaker speaker_2: Um, so I, I'm now on Medicare so I don't need any of the health insurance.

Speaker speaker_1: So you want to cancel everything?

Speaker speaker_2: Uh, no. I need the... I do want to have the dental and, and vision.

Speaker speaker_1: So you just want to keep your dental and vision and that's it?

Speaker speaker_2: Uh, short-term disability, so everything but-

Speaker speaker_1: Are you with a spouse?

Speaker speaker_2: ... the medical. Uh, including my spouse. So everything but the medical. Everything but the health insurance 'cause I'm covered. Both of us are covered by Medicare.

Speaker speaker_1: Okay. You mind if I put you on a brief hold?

Speaker speaker_2: Yep.

Speaker speaker_1: How you doing, Mr. Spencer?

Speaker speaker_2: Yes, I am.

Speaker speaker_1: All right. So you just want to remove the MUC TeleRx and the InSurge Plus Enhanced? And you just want to keep your-

Speaker speaker_2: Correct.

Speaker speaker_1: ... dental, return disability, life insurance and the vision?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. All right. So your new total will be \$17.86. It does take one to two weeks for those changes to happen. After two weeks, you should see the new total of \$17.86.

Speaker speaker_2: Okay. Thank you very much.

Speaker speaker_1: No problem. Was there anything else I can help you with today, Mr. Spencer?

Speaker speaker_2: No, you've been very good. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: All right. Uh, you as well. Thank you.

Speaker speaker_1: Thank you.