

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Yeah, I just started working for a company that uses you guys and, like, uh, last Wednesday. And I signed up for you guys, but I already have insurance and I don't need it. I'd like to cancel it. All right. What's the name of the company you work for? WSI Recruitment & Staffing out of Battle Creek. What's the last four of your social? 6904. Okay. Hello? Hello? Can you hear me? May I... Jim Littlefield? Yes, sir. Is Jim G- uh, J-I-M? Yes, sir. For security purposes, can you verify your address and date of birth for me? Uh, 08/21/1978, 105 Euclid Street, Apartment 1, Battle Creek, Michigan, 49017. Thank you. And your date of birth? 08/21/1978. Thank you. So, it looks like it's already been sent in to be processed. It is possible to see that one deduction of the \$23, but after that one you shouldn't see any more. All right, thank you. No problem, mister. Anything else I can help you with today, Mr. Jim? Yep, that's it. All right. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Bye bye.

Conversation Format

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

Speaker speaker_1: Yeah, I just started working for a company that uses you guys and, like, uh, last Wednesday. And I signed up for you guys, but I already have insurance and I don't need it. I'd like to cancel it.

Speaker speaker_0: All right. What's the name of the company you work for?

Speaker speaker_1: WSI Recruitment & Staffing out of Battle Creek.

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

Speaker speaker_1: 6904.

Speaker speaker_0: Okay. Hello?

Speaker speaker_1: Hello? Can you hear me?

Speaker speaker_0: May I...

Speaker speaker_1: Jim Littlefield?

Speaker speaker_0: Yes, sir. Is Jim G- uh, J-I-M?

Speaker speaker_1: Yes, sir.

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

Speaker speaker_1: Uh, 08/21/1978, 105 Euclid Street, Apartment 1, Battle Creek, Michigan, 49017.

Speaker speaker_0: Thank you. And your date of birth?

Speaker speaker_1: 08/21/1978.

Speaker speaker_0: Thank you. So, it looks like it's already been sent in to be processed. It is possible to see that one deduction of the \$23, but after that one you shouldn't see any more.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: No problem, mister. Anything else I can help you with today, Mr. Jim?

Speaker speaker_1: Yep, that's it.

Speaker speaker_0: All right. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: You too. Bye bye.