

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. This is Latia Byrd. Um, I wanted to cancel my insurance policy 'cause I got insurance. And which type of company do you work for? WorkSmart. What's the last four of your social? 0675. First name? Latia, L-A-T-I-A. Last name? Byrd, B-Y-R-D. For security purposes, can you verify your address and date of birth for me? 404 E Fairview A Greer, South Carolina 29651. I think that's the, um, zip code. And my birthday is 10/10/1999. So you're saying you want to decline the auto enrollment? 'Cause it doesn't look like you got enrolled in anything. Well, I looked at my, um, my... I'm sorry, my check, so... And it says you guys are taking money out, so I don't know. Does it, does it say BIC anything? If it says BIC MEC, BIC Dental, BIC Classic? Um, let me look at it again. Sorry. It's fine. It's loading. That's fine. Okay. I just know on right here, it's not showing that you have any active coverage or anything. You said BIC? BTC? BIC. It should say BIC either Dental, BIC MEC, something along those lines, and it'll have a certain price on it. Yeah. No, it don't say that. So is it- I'm thinking it's something L. It says South Carolina WH and... Yeah. Yeah, if it was, if it was coming from an MCI, we'd have to see that statement. South Carolina WH. Okay. I just... I think I'll just call WorkSmart back and just check on my taxes 'cause I think it got something to do with tax, not you guys. I apologize. No, you're fine, Ms. Byrd. We... I did get that declined for you 'cause they do auto enroll, so now you won't be auto enrolled. Was there anything else I could help you with today? That'd be all for right now. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, Malcolm. This is Latia Byrd. Um, I wanted to cancel my insurance policy 'cause I got insurance.

Speaker speaker_0: And which type of company do you work for?

Speaker speaker_1: WorkSmart.

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

Speaker speaker_1: 0675.

Speaker speaker_0: First name?

Speaker speaker_1: Latia, L-A-T-I-A.

Speaker speaker_0: Last name?

Speaker speaker_1: Byrd, B-Y-R-D.

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

Speaker speaker_1: 404 E Fairview A Greer, South Carolina 29651. I think that's the, um, zip code. And my birthday is 10/10/1999.

Speaker speaker_0: So you're saying you want to decline the auto enrollment? 'Cause it doesn't look like you got enrolled in anything.

Speaker speaker_1: Well, I looked at my, um, my... I'm sorry, my check, so... And it says you guys are taking money out, so I don't know.

Speaker speaker_0: Does it, does it say BIC anything? If it says BIC MEC, BIC Dental, BIC Classic?

Speaker speaker_1: Um, let me look at it again. Sorry.

Speaker speaker_0: It's fine.

Speaker speaker_1: It's loading.

Speaker speaker_0: That's fine.

Speaker speaker_1: Okay.

Speaker speaker_0: I just know on right here, it's not showing that you have any active coverage or anything.

Speaker speaker_1: You said BIC? BTC?

Speaker speaker_0: BIC. It should say BIC either Dental, BIC MEC, something along those lines, and it'll have a certain price on it.

Speaker speaker_1: Yeah. No, it don't say that.

Speaker speaker_0: So is it-

Speaker speaker_1: I'm thinking it's something L. It says South Carolina WH and... Yeah.

Speaker speaker_0: Yeah, if it was, if it was coming from an MCI, we'd have to see that statement.

Speaker speaker_1: South Carolina WH. Okay. I just... I think I'll just call WorkSmart back and just check on my taxes 'cause I think it got something to do with tax, not you guys. I apologize.

Speaker speaker_0: No, you're fine, Ms. Byrd. We... I did get that declined for you 'cause they do auto enroll, so now you won't be auto enrolled. Was there anything else I could help you with today?

Speaker speaker_1: That'd be all for right now. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: Thank you.