

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits by Design. This is Malcolm. How can I help you? Yes, uh, the reason I call... Good afternoon. The reason I call, I'm a employee over there. I have the insurance. The name is 90 Degree Benefit. So, you have a question about them? Yes. No, no, I, I am a member of that one because, uh, I already have the card. But I used to work in Georgia, so they give me the card. Mm-hmm. Now I'm back in New York. Um, I apply for another insurance then tell me I have to get a letter from us over there say I'm no longer with this. So, um, you're no longer... Yeah, I tried to ask my friend. Excuse me? What's the last four of your Social? What's the last four of your Social? The last four of this Social? Mm-hmm. Yeah. Eh, the name is... The last four of Social is 9432. First name? Eh, Woodline. Your first name, sir? No, eh, Woodline Mary Pierre. That's the name on the insurance. For security purposes, can you verify your address and date of birth for me? Address? The date of birth is February 3, 1893. Address is- And the actual- 24/24 10th Street- Pierres. Kiss Wee- Kisswee Village. Kisswith Village, Conyers, Georgia. Thank you. All right. Let's see, we got your phone number. 516-805-3364. 364. And your email is woodlinepierres02@gmail.com. But I think I need the letter sent by this email. Say that again, sir. I said we need the letter, eh, at this email to give to you know, the insurance where we are now. So it's the Woodline with two Ns, Pierrres with two Rs, 02@gmail.com a good email? Yes. All right. So it looks like you still have active coverage. Do you want me to cancel that coverage? Cancel the coverage and send me a cancellation letter on my email and that should be good. Yeah. If it was- Well, technically, you have coverage for another... You will technically have coverage for another two weeks before it cancels out. I don't understand. 'Cause it, the cancellation process takes one to two weeks, and then it is possible to see deductions within this... those two weeks. But after two weeks, you'll no longer have active coverage. Anyway, the day you process the cancellation letter, if you process it today, I can give the letter because I move from there, now I'm in another place. Before I got there, another insurance, they tell me, "You have to cancel my insurance over there." I don't see no big deal. Like, uh- I understand that, Mr. Pierre, I just gotta cancel for you. I'm just letting you know- Yes. ... that you will still have active coverage for two weeks. No problem, boss. The main important thing for me, just send me the letter by email. I will give to the insurance. Now I'll be able to get the new one. Thank you. I hope you understand that. Do you mind if I put you on a brief hold, sir? Yes, we just need the cancellation letter. I, I understand that, sir. But you also... So what you're ask- you're asking two separate things. Are you asking for a cancellation confirmation email or are you asking for a statement of coverage email? 'Cause that will state that you no longer have coverage. Yeah. We don't, we don't- Depending on which one you need, I will have to put you on a brief hold. Yeah. The, the, the new insurance need the cancellation letter over there from, uh, your insurance. All right. Do you mind if I put you on a brief hold? Yes. If you can send both, it's

good for me. We just need it. All right. Do you mind if I put you on a brief hold, sir? Oh, no problem, boss. Thank you. Are you there, Mr. Pierre? Yes. All right. So only thing that I would be able to give you right now is a cancellation confirmation email. Yes. Because technically you're still gonna have coverage for two more weeks. But you have to call back in two weeks once it's canceled out and then request that statement of coverage letter and then we'll be able to send it to you. But, uh, the... that confirmation cancel, still going to help. Thank you. Say that again, sir? No, I said no problem. You can send it, whatever you have now. Okay. Thank you in advance. No problem, Mr. Pierre. Was there anything else I can help you with today? I'm going to check your status. Is it... You sent it already? No, sir. Um, I haven't. I was just asking 'cause, uh, I have to put in a request for it to be sent to you. You will receive it today. Okay. Thank you. That's it. All right. Then there's nothing else, Mr. Pierre. Thanks for calling Benefits Chicago. Hope you have a great rest of your week. Okay. No problem. Okay, bye-bye. Bye, sir.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits by Design. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, uh, the reason I call... Good afternoon. The reason I call, I'm a employee over there. I have the insurance. The name is 90 Degree Benefit.

Speaker speaker_0: So, you have a question about them?

Speaker speaker_1: Yes. No, no, I, I am a member of that one because, uh, I already have the card. But I used to work in Georgia, so they give me the card.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Now I'm back in New York. Um, I apply for another insurance then tell me I have to get a letter from us over there say I'm no longer with this.

Speaker speaker_0: So, um, you're no longer...

Speaker speaker_1: Yeah, I tried to ask my friend.

Speaker speaker_0: Excuse me? What's the last four of your Social? What's the last four of your Social?

Speaker speaker_1: The last four of this Social?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah. Eh, the name is... The last four of Social is 9432.

Speaker speaker_0: First name?

Speaker speaker_1: Eh, Woodline.

Speaker speaker_0: Your first name, sir?

Speaker speaker_1: No, eh, Woodline Mary Pierre. That's the name on the insurance.

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

Speaker speaker_1: Address? The date of birth is February 3, 1893. Address is-

Speaker speaker_0: And the actual-

Speaker speaker_1: 24/24 10th Street-

Speaker speaker_2: Pierres. Kiss Wee- Kisswee Village.

Speaker speaker_1: Kisswith Village, Conyers, Georgia.

Speaker speaker_0: Thank you. All right. Let's see, we got your phone number. 516-805-3364.

Speaker speaker_1: 364.

Speaker speaker_0: And your email is woodlinepierres02@gmail.com.

Speaker speaker_1: But I think I need the letter sent by this email.

Speaker speaker_0: Say that again, sir.

Speaker speaker_1: I said we need the letter, eh, at this email to give to you know, the insurance where we are now.

Speaker speaker_0: So it's the Woodline with two Ns, Pierres with two Rs, 02@gmail.com a good email?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So it looks like you still have active coverage. Do you want me to cancel that coverage?

Speaker speaker_1: Cancel the coverage and send me a cancellation letter on my email and that should be good. Yeah. If it was-

Speaker speaker_0: Well, technically, you have coverage for another... You will technically have coverage for another two weeks before it cancels out.

Speaker speaker_1: I don't understand.

Speaker speaker_0: 'Cause it, the cancellation process takes one to two weeks, and then it is possible to see deductions within this... those two weeks. But after two weeks, you'll no longer have active coverage.

Speaker speaker_1: Anyway, the day you process the cancellation letter, if you process it today, I can give the letter because I move from there, now I'm in another place. Before I got there, another insurance, they tell me, "You have to cancel my insurance over there." I don't see no big deal. Like, uh-

Speaker speaker_0: I understand that, Mr. Pierre, I just gotta cancel for you. I'm just letting you know-

Speaker speaker_1: Yes.

Speaker speaker_0: ... that you will still have active coverage for two weeks.

Speaker speaker_1: No problem, boss. The main important thing for me, just send me the letter by email. I will give to the insurance. Now I'll be able to get the new one. Thank you. I hope you understand that.

Speaker speaker_0: Do you mind if I put you on a brief hold, sir?

Speaker speaker_1: Yes, we just need the cancellation letter.

Speaker speaker_0: I, I understand that, sir. But you also... So what you're ask- you're asking two separate things. Are you asking for a cancellation confirmation email or are you asking for a statement of coverage email? 'Cause that will state that you no longer have coverage.

Speaker speaker_1: Yeah. We don't, we don't-

Speaker speaker_0: Depending on which one you need, I will have to put you on a brief hold.

Speaker speaker_1: Yeah. The, the, the new insurance need the cancellation letter over there from, uh, your insurance.

Speaker speaker_0: All right. Do you mind if I put you on a brief hold?

Speaker speaker_1: Yes. If you can send both, it's good for me. We just need it.

Speaker speaker_0: All right. Do you mind if I put you on a brief hold, sir?

Speaker speaker_1: Oh, no problem, boss.

Speaker speaker_0: Thank you. Are you there, Mr. Pierre?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So only thing that I would be able to give you right now is a cancellation confirmation email.

Speaker speaker_1: Yes.

Speaker speaker_0: Because technically you're still gonna have coverage for two more weeks. But you have to call back in two weeks once it's canceled out and then request that statement of coverage letter and then we'll be able to send it to you.

Speaker speaker_1: But, uh, the... that confirmation cancel, still going to help. Thank you.

Speaker speaker_0: Say that again, sir?

Speaker speaker_1: No, I said no problem. You can send it, whatever you have now.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you in advance.

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

Speaker speaker_1: I'm going to check your status. Is it... You sent it already?

Speaker speaker_0: No, sir. Um, I haven't. I was just asking 'cause, uh, I have to put in a request for it to be sent to you. You will receive it today.

Speaker speaker_1: Okay. Thank you. That's it.

Speaker speaker_0: All right. Then there's nothing else, Mr. Pierre. Thanks for calling Benefits Chicago. Hope you have a great rest of your week.

Speaker speaker_1: Okay. No problem. Okay, bye-bye.

Speaker speaker_0: Bye, sir.