

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits on the Card. This is Malcolm. How can I help you? Hi, Malcolm. I want to, uh, take myself off of the insurance. What staffing company do you work for? Wagner. What's the last four of your Social? 4553. First name? Debbie. Last name? Spinks, S-P-I-N-K-S. For security purposes can you verify your address and date of birth for me? 1045 Beehive Falls Road, Griffin, Georgia 30223. My birthday is 8/13/74. Thank you. So we got your phone number 404-275-2212? Yes, sir. And your email is jewel.spinks@icloud.com? Yes, sir. Thank you. All right, so you just wanted to cancel your coverage, correct? Yes, sir. All of it? All of it. All right, so I got that canceled for you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else. Thank you. No problem, Ms. Spinks. You have a great rest of your week. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, Malcolm. I want to, uh, take myself off of the insurance.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Wagner.

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

Speaker speaker_1: 4553.

Speaker speaker_0: First name?

Speaker speaker_1: Debbie.

Speaker speaker_0: Last name?

Speaker speaker_1: Spinks, S-P-I-N-K-S.

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

Speaker speaker_1: 1045 Beehive Falls Road, Griffin, Georgia 30223. My birthday is 8/13/74.

Speaker speaker_0: Thank you. So we got your phone number 404-275-2212?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is jewel.spinks@icloud.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. All right, so you just wanted to cancel your coverage, correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All of it?

Speaker speaker_1: All of it.

Speaker speaker_0: All right, so I got that canceled for you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem, Ms. Spinks. You have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.