

Transcript: Malcolm

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Full Transcript

This is Benefits in a Car. This is Malcolm. How can I help you? Um, I was calling for my husband, Dallas Blair, about his insurance. Um- Are you on his insurance now? Yes, I am. I'm trying to get took off of his insurance. Is he with you right now? Yeah, he's right here. Can I get him, can I speak with him to verify his information? Because I will need him to verify that he wants to remove you as well. Let him know that I have insurance, that's why. Uh, yes sir? Hello? What's... Yes, sir. What staff or company do you work for? Uh, Hamilton Racker. Let me get your... What's the last four of your social? Um, 7919. First name? Uh, Dallas. Last name? Blair. All right. For security purposes, can you verify your address and date of birth for me? Mm. Uh, February the 2nd, 19... I meant 10th, 1992. And uh... What's the address again? 30059- 30059- ...Central Grove Road. ...Central Grove Road. Let me just see. State and ZIP code as well? 38858. 38858. In the city and state? In the city. In the city. Right. So we got your phone number at 662-825-2150. Yep. And the email is sfanlan950@gmail.com? Yeah. So y- you just wanting to remove her? You don't want to cancel all your insurance? You just want to drop it down to you by yourself? Um, yes. He didn't... You didn't know I already had it when she was on there. Yeah, I just want to drop it down to myself because, uh, I didn't know she already had insurance. Okay. So I, I was able to drop that down. It does take one to two weeks for the changes to happen. All right. It is possible to see the regular deductions under \$60.05, but after two weeks, it should go down to \$37.09. And that'd be you- All right. ... by yourself. All right. That'd be fine. All right. Well, was there anything else I can help you with today, Mr. Blair? Uh, no, that's it. Well, if there's nothing else, thanks for calling Benefits in a Car, and I hope y'all have a great rest of y'all week. All right. You too. Thank you. Bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: This is Benefits in a Car. This is Malcolm. How can I help you?

Speaker speaker_1: Um, I was calling for my husband, Dallas Blair, about his insurance. Um-

Speaker speaker_0: Are you on his insurance now?

Speaker speaker_1: Yes, I am. I'm trying to get took off of his insurance.

Speaker speaker_0: Is he with you right now?

Speaker speaker_1: Yeah, he's right here.

Speaker speaker_0: Can I get him, can I speak with him to verify his information? Because I will need him to verify that he wants to remove you as well.

Speaker speaker_1: Let him know that I have insurance, that's why.

Speaker speaker_2: Uh, yes sir? Hello?

Speaker speaker_0: What's... Yes, sir. What staff or company do you work for?

Speaker speaker_2: Uh, Hamilton Racker.

Speaker speaker_0: Let me get your... What's the last four of your social?

Speaker speaker_2: Um, 7919.

Speaker speaker_0: First name?

Speaker speaker_2: Uh, Dallas.

Speaker speaker_0: Last name?

Speaker speaker_2: Blair.

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

Speaker speaker_2: Mm. Uh, February the 2nd, 19... I meant 10th, 1992. And uh... What's the address again?

Speaker speaker_1: 30059-

Speaker speaker_2: 30059-

Speaker speaker_1: ...Central Grove Road.

Speaker speaker_2: ...Central Grove Road.

Speaker speaker_0: Let me just see. State and ZIP code as well?

Speaker speaker_1: 38858.

Speaker speaker_2: 38858.

Speaker speaker_1: In the city and state?

Speaker speaker_2: In the city. In the city.

Speaker speaker_0: Right. So we got your phone number at 662-825-2150.

Speaker speaker_2: Yep.

Speaker speaker_0: And the email is sfanlan950@gmail.com? Yeah. So y- you just wanting to remove her? You don't want to cancel all your insurance? You just want to drop it down to you by yourself?

Speaker speaker_1: Um, yes. He didn't... You didn't know I already had it when she was on there.

Speaker speaker_0: Yeah, I just want to drop it down to myself because, uh, I didn't know she already had insurance. Okay. So I, I was able to drop that down. It does take one to two weeks for the changes to happen.

Speaker speaker_2: All right.

Speaker speaker_0: It is possible to see the regular deductions under \$60.05, but after two weeks, it should go down to \$37.09. And that'd be you-

Speaker speaker_2: All right.

Speaker speaker_0: ... by yourself.

Speaker speaker_2: All right. That'd be fine.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Mr. Blair?

Speaker speaker_2: Uh, no, that's it.

Speaker speaker_0: Well, if there's nothing else, thanks for calling Benefits in a Car, and I hope y'all have a great rest of y'all week.

Speaker speaker_2: All right. You too. Thank you. Bye.

Speaker speaker_0: Thank you. Bye.