

Transcript: Malcolm

Nash-4534141951590400-5737626818756608

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Um, yes. I was trying to see if, um, I could change, like, my dental insurance into like, uh, I want to say, like a higher plan, I guess. Sir, they don't offer any higher dental plans. There's only one plan that they offer. Okay. Did you want to cancel it? Oh. Is it just the basic one? Yes, ma'am. Okay. All right. That'll be it. Thank you. No problem. You have a great rest of your week. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Um, yes. I was trying to see if, um, I could change, like, my dental insurance into like, uh, I want to say, like a higher plan, I guess.

Speaker speaker_0: Sir, they don't offer any higher dental plans. There's only one plan that they offer.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you want to cancel it?

Speaker speaker_1: Oh. Is it just the basic one?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. All right. That'll be it. Thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.