

## **Transcript: Malcolm**

**Nash-4534465766932480-4617105601773568**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the car how can I help you? Uh, hello. I am... I work for Hydrogear currently in Princeton, Kentucky and I'm trying to cancel my health and dental insurance. Which, which type of company do you work for? It's ISS. What's the last four of your social? 6895. First name? Thomas. Last name? Nickless. N-I-C-K-L-E-S-S. All right, for security purposes can you verify your address and date of birth for me? Yes, I can. 8348 US Highway 60 West, Marion, Kentucky, 42064. Are you typing all this down so I can go slower or are you good? Say that again, sir. Are you typing this down so I can go slower or are you good? No, you're fine. I'm- Okay. Verify your date of birth. 12/10/04. Thank you. So we got your phone number as 270-704-2850. Yes, sir. And the email is ghost.overlord1961@gmail.com. Yes, sir. Thank you. All right. So I've got that canceled for you, Mr. Thomas. 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. So it'll... They might or will deduct from my pay? It's possible that they might, there's no guarantee that it will. Okay. I hope it is not. Gotcha. So is it possible for me to go and get new insurance right now? I would be... So we're just... We're just a plan administrator for health insurance. I'm, I'm not sure how that, that would work were you to get, get it canceled. Okay. I was asking because I'm in the parking lot of a, of the insurance I'm trying to get, it's Medicaid, 'cause I can't really afford the one that work does so... And I can't really afford any in general so I'm trying to get healthcare right now. I understand. Yeah, that would be a question... You should ask them that question. I wouldn't be able to answer that question, unfortunately. All right. Thank you very much. No problem, Mr. Thomas. Right. You have a great rest of your week now. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... benefits in the car how can I help you?

Speaker speaker\_2: Uh, hello. I am... I work for Hydrogear currently in Princeton, Kentucky and I'm trying to cancel my health and dental insurance.

Speaker speaker\_1: Which, which type of company do you work for?

Speaker speaker\_2: It's ISS.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 6895.

Speaker speaker\_1: First name?

Speaker speaker\_2: Thomas.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Nickless. N-I-C-K-L-E-S-S.

Speaker speaker\_1: All right, for security purposes can you verify your address and date of birth for me?

Speaker speaker\_2: Yes, I can. 8348 US Highway 60 West, Marion, Kentucky, 42064. Are you typing all this down so I can go slower or are you good?

Speaker speaker\_1: Say that again, sir.

Speaker speaker\_2: Are you typing this down so I can go slower or are you good?

Speaker speaker\_1: No, you're fine. I'm-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Verify your date of birth.

Speaker speaker\_2: 12/10/04.

Speaker speaker\_1: Thank you. So we got your phone number as 270-704-2850.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email is ghost.overlord1961@gmail.com.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Thank you. All right. So I've got that canceled for you, Mr. Thomas. 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\_2: So it'll... They might or will deduct from my pay?

Speaker speaker\_1: It's possible that they might, there's no guarantee that it will.

Speaker speaker\_2: Okay. I hope it is not.

Speaker speaker\_1: Gotcha.

Speaker speaker\_2: So is it possible for me to go and get new insurance right now?

Speaker speaker\_1: I would be... So we're just... We're just a plan administrator for health insurance. I'm, I'm not sure how that, that would work were you to get, get it canceled.

Speaker speaker\_2: Okay. I was asking because I'm in the parking lot of a, of the insurance I'm trying to get, it's Medicaid, 'cause I can't really afford the one that work does so... And I

can't really afford any in general so I'm trying to get healthcare right now.

Speaker speaker\_1: I understand. Yeah, that would be a question... You should ask them that question. I wouldn't be able to answer that question, unfortunately.

Speaker speaker\_2: All right. Thank you very much.

Speaker speaker\_1: No problem, Mr. Thomas.

Speaker speaker\_2: Right.

Speaker speaker\_1: You have a great rest of your week now.

Speaker speaker\_2: You too.