

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits on the Card. This is Malcolm. How can I help you? Yeah, hi. Um, I currently have a prescription benefits card with you guys, and I want to cancel it. All right. What staffing company do you work for? What's that? What staffing company do you work for? Creative Circle. So last four of your Social? 4503. First name? Vincent. You say Vincent? Yeah, Vincent. Are you saying V as in Victor? Yeah. Last name? A-B-B-A-T-E. All right. For security purposes, can you verify your address and date of birth for me? 4576 Holly Boulevard number four, San Diego, California 92116. Date of birth is May 13th, 1976. Yeah. Okay. So I got that canceled for you. Please be advised the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else. Yep. All right. Well, is there anything else I can help you with today, Mr. Vincent? Uh, is there going to be any sort of confirmation or something that I can have for my records that it's been canceled? Yes, sir. I can get that. I'll make sure that can be sent to you. Thank you. Is that going to be via email or the portal? Yes, sir. It will be via email. Okay, thank you. Sounds good. Well, is there anything else I can help you with today, Mr. Vincent? That's it, thank you. No problem. Thanks for calling Benefits on the Card. Okay. I hope you have a great rest of your day. All right, bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Yeah, hi. Um, I currently have a prescription benefits card with you guys, and I want to cancel it.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: What's that?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: So last four of your Social?

Speaker speaker_1: 4503.

Speaker speaker_0: First name?

Speaker speaker_1: Vincent.

Speaker speaker_0: You say Vincent?

Speaker speaker_1: Yeah, Vincent.

Speaker speaker_0: Are you saying V as in Victor?

Speaker speaker_1: Yeah.

Speaker speaker_0: Last name?

Speaker speaker_1: A-B-B-A-T-E.

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

Speaker speaker_1: 4576 Holly Boulevard number four, San Diego, California 92116. Date of birth is May 13th, 1976.

Speaker speaker_0: Yeah. Okay. So I got that canceled for you. Please be advised the cancellation process does take one to two weeks, and it's possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker_1: Yep.

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

Speaker speaker_1: Uh, is there going to be any sort of confirmation or something that I can have for my records that it's been canceled?

Speaker speaker_0: Yes, sir. I can get that. I'll make sure that can be sent to you.

Speaker speaker_1: Thank you. Is that going to be via email or the portal?

Speaker speaker_0: Yes, sir. It will be via email.

Speaker speaker_1: Okay, thank you. Sounds good.

Speaker speaker_0: Well, is there anything else I can help you with today, Mr. Vincent?

Speaker speaker_1: That's it, thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits on the Card.

Speaker speaker_1: Okay.

Speaker speaker_0: I hope you have a great rest of your day.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_0: Bye.