

Transcript: Malcolm

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Full Transcript

This is on Benefits and the Card, this is Malcolm. How can I help you? Hello, I just had a call. Um, I, I was making changes to Benefits and a Card, um, and you guys, I think you guys gave me a call 'cause you guys weren't sure what I was doing, or what changes I wanted to make. Okay. What staffing company do you work for? Nora Staffing. What's the last four of your social? Uh, 6251. First name? Kevin. Last name? Um, Chan, Chan, yeah. All right. Sorry. Sorry. For security purposes, can you verify your address and date of birth for me? Um, it is 1217 72nd Street, 11238. And then my date of birth is July 4th, 2000. Okay, so we got your phone number 917-442-8777. 442-8777. And then your email is kevin999- 999@gmail.com. @gmail.com. Cool. Mm-hmm. Okay. So here it looks like asking if you wanted to make changes or cancel. So, I want to keep the dental and the medical, but MEC and the vision could be canceled. Okay, so you want to drop those two? Right. So the vision and the MEC standalone, you want to drop those? Yes. All right, so your total will go down to \$29.09. Do you authorize your employer to make these deductions? Uh, authori- yeah. Q, all right, "Please be advised the changes do take one to two weeks to happen. It is possible to see the regular deductions up to 29.09 or the regular deductions of the 46.27. But after two weeks, you should see the new total of 29.09." All right. Got it, got it. Thank you so much. No problem, Mr. Kevin. Was there anything else I can help you with today? No, no, that is all. All right. There's nothing else, thanks for calling Benefits and the Card. I hope you have a great rest of your week. You too, you too. Take care then. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: This is on Benefits and the Card, this is Malcolm. How can I help you?

Speaker speaker_1: Hello, I just had a call. Um, I, I was making changes to Benefits and a Card, um, and you guys, I think you guys gave me a call 'cause you guys weren't sure what I was doing, or what changes I wanted to make.

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

Speaker speaker_1: Nora Staffing.

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

Speaker speaker_1: Uh, 6251.

Speaker speaker_0: First name?

Speaker speaker_1: Kevin.

Speaker speaker_0: Last name?

Speaker speaker_1: Um, Chan, Chan, yeah.

Speaker speaker_0: All right.

Speaker speaker_1: Sorry. Sorry.

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

Speaker speaker_1: Um, it is 1217 72nd Street, 11238. And then my date of birth is July 4th, 2000.

Speaker speaker_0: Okay, so we got your phone number 917-442-8777.

Speaker speaker_1: 442-8777.

Speaker speaker_0: And then your email is kevin999-

Speaker speaker_1: 999@gmail.com.

Speaker speaker_0: @gmail.com. Cool.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So here it looks like asking if you wanted to make changes or cancel.

Speaker speaker_1: So, I want to keep the dental and the medical, but MEC and the vision could be canceled.

Speaker speaker_0: Okay, so you want to drop those two?

Speaker speaker_1: Right.

Speaker speaker_0: So the vision and the MEC standalone, you want to drop those?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so your total will go down to \$29.09. Do you authorize your employer to make these deductions?

Speaker speaker_1: Uh, authori- yeah.

Speaker speaker_0: Q, all right, "Please be advised the changes do take one to two weeks to happen. It is possible to see the regular deductions up to 29.09 or the regular deductions of the 46.27. But after two weeks, you should see the new total of 29.09."

Speaker speaker_1: All right. Got it, got it. Thank you so much.

Speaker speaker_0: No problem, Mr. Kevin. Was there anything else I can help you with today?

Speaker speaker_1: No, no, that is all.

Speaker speaker_0: All right. There's nothing else, thanks for calling Benefits and the Card. I hope you have a great rest of your week.

Speaker speaker_1: You too, you too. Take care then. Bye-bye.

Speaker speaker_0: Thank you. Bye.