

Transcript: Malcolm

Nash-4664959388663808-6481352597749760

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Uh, hey, Malcolm. So this is, um, Brenton and, you know, I have this card that says, like Health Care. And I was just wondering if I would be able to, like, cancel that? Say that one more time, sir. I could barely hear you. Oh, my bad. Um, so I have this, uh, healthcare code from Surge. From Surge? And I'm not... Yeah. Oh, you want to cancel your coverage? Yeah. Okay. What's the last four of your Social? Um, let me pull that up right now. Yeah. Okay. It is 9548. First name? Brenton. Last name? Kaufman. All right. For security purposes, can you verify your address and date of birth for me? 3300 Chief Talkey Court, 7-6-0-0-6. I need to see your state and zip- zip code as well. 45365. And the city and state? Sidney, Ohio. Thank you. So we got your phone number, 937-441-6710? Yes. Okay. Email is brentonkaufman463@gmail.com? Yes. All right. I got that declined for you, Mr. Brenton. Was there anything else I can help you with today? So is that gonna come out of, like, my paycheck at all or is it just, like, you know, like, canceled completely? Declined. It doesn't look like it's been sent in to be processed yet. Okay. All right. Well, was there anything else I can help you with today, Mr. Brenton? Um, no, there's not. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you had a great holiday. Yep, you too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_2: Uh, hey, Malcolm. So this is, um, Brenton and, you know, I have this card that says, like Health Care. And I was just wondering if I would be able to, like, cancel that?

Speaker speaker_1: Say that one more time, sir. I could barely hear you.

Speaker speaker_2: Oh, my bad. Um, so I have this, uh, healthcare code from Surge.

Speaker speaker_1: From Surge?

Speaker speaker_2: And I'm not... Yeah.

Speaker speaker_1: Oh, you want to cancel your coverage?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: Um, let me pull that up right now.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_2: It is 9548.

Speaker speaker_1: First name?

Speaker speaker_2: Brenton.

Speaker speaker_1: Last name?

Speaker speaker_2: Kaufman.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 3300 Chief Talkey Court, 7-6-0-0-6.

Speaker speaker_1: I need to see your state and zip- zip code as well.

Speaker speaker_2: 45365.

Speaker speaker_1: And the city and state?

Speaker speaker_2: Sidney, Ohio.

Speaker speaker_1: Thank you. So we got your phone number, 937-441-6710?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Email is brentonkaufman463@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I got that declined for you, Mr. Brenton. Was there anything else I can help you with today?

Speaker speaker_2: So is that gonna come out of, like, my paycheck at all or is it just, like, you know, like, canceled completely?

Speaker speaker_1: Declined. It doesn't look like it's been sent in to be processed yet.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Well, was there anything else I can help you with today, Mr. Brenton?

Speaker speaker_2: Um, no, there's not. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Card. I hope you had a great holiday.

Speaker speaker_2: Yep, you too.