

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Uh, yes, Malcolm. I just accepted, um, coverage through Crown Personal. I'd like to know if I could cancel that. It was just yesterday. So, uh, if you, did you fill out a, you fill out the sheet or did you call in and do it? So, I went into the staffing services and I did it that way, through their application process. Let me see if they processed it. It may not, they may not have processed it yet. What's the last four of your social? 7134. 7134? Mm-hmm. First name? Monet. How do you spell that? M-O-N-E-T. Yeah, so it doesn't look like they added you in the system yet. So what I'm gonna have to do, I'm gonna have to add you in the system and then I can go in and decline it that way. What's your full social? Oh. 300-82-7134. You said 300-82-7134? Correct. And how do you spell your first name again? M-O-N-E-T. And last name? Beavers. B as in boy, E-A, V as in Victor, E-R-S. Ferguson. F-E-R-G-U-S-O-N. You said F-E-R-G-U-S-O-N? Mm-hmm. Okay. Any address? Um, on file is 5106 Lounsbery. L-O-U-N-S-B-U-R-Y Drive, Dayton, Ohio 45417. You said L-O-U-N-S... B-U-R-Y. Drive? Mm-hmm. Dayton, Ohio 45417. Let me you say that zip code one more time for me. 45417. And date of birth? 01/02/'85. Email? Um, oh, it's a lot. Antoinette. A-N-T-O-I-N-E-T-T-E, uh, ferguson85@gmail. So antoinetteferguson85@gmail. And your phone number. 937-430-9268. You said 937-430-9268? Correct. Thank you. All right, I got that declined for you, Ms. Monet. Was there anything else I can help you with today? Um, is there like a, um, reference number or code that you can send me saying that, um, it's been confirmed? Let's see. Ma'am, I'm gonna put you on a brief hold. Yes. Thank you. Are you there, Ms. Monet? Yes. Hi, I just sent that to your email. Would you be able to confirm that you received it? Um, a-a-auto enrolling. Yes, it did come through. All right. Well, was there anything else I could help you with today? That was everything, thank you so much. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. Okay, thank you. You too. Bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, Malcolm. I just accepted, um, coverage through Crown Personal. I'd like to know if I could cancel that. It was just yesterday.

Speaker speaker_0: So, uh, if you, did you fill out a, you fill out the sheet or did you call in and do it?

Speaker speaker_1: So, I went into the staffing services and I did it that way, through their application process.

Speaker speaker_0: Let me see if they processed it. It may not, they may not have processed it yet. What's the last four of your social?

Speaker speaker_1: 7134.

Speaker speaker_0: 7134?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: First name?

Speaker speaker_1: Monet.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: M-O-N-E-T.

Speaker speaker_0: Yeah, so it doesn't look like they added you in the system yet. So what I'm gonna have to do, I'm gonna have to add you in the system and then I can go in and decline it that way. What's your full social?

Speaker speaker_1: Oh. 300-82-7134.

Speaker speaker_0: You said 300-82-7134?

Speaker speaker_1: Correct.

Speaker speaker_0: And how do you spell your first name again?

Speaker speaker_1: M-O-N-E-T.

Speaker speaker_0: And last name?

Speaker speaker_1: Beavers. B as in boy, E-A, V as in Victor, E-R-S. Ferguson.
F-E-R-G-U-S-O-N.

Speaker speaker_0: You said F-E-R-G-U-S-O-N?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Any address?

Speaker speaker_1: Um, on file is 5106 Lounsbery. L-O-U-N-S-B-U-R-Y Drive, Dayton, Ohio 45417.

Speaker speaker_0: You said L-O-U-N-S...

Speaker speaker_1: B-U-R-Y.

Speaker speaker_0: Drive?

Speaker speaker_1: Mm-hmm. Dayton, Ohio 45417.

Speaker speaker_0: Let me you say that zip code one more time for me.

Speaker speaker_1: 45417.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 01/02/'85.

Speaker speaker_0: Email?

Speaker speaker_1: Um, oh, it's a lot. Antoinette. A-N-T-O-I-N-E-T-T-E, uh, ferguson85@gmail. So antoinetteferguson85@gmail.

Speaker speaker_0: And your phone number.

Speaker speaker_1: 937-430-9268.

Speaker speaker_0: You said 937-430-9268?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. All right, I got that declined for you, Ms. Monet. Was there anything else I can help you with today?

Speaker speaker_1: Um, is there like a, um, reference number or code that you can send me saying that, um, it's been confirmed?

Speaker speaker_0: Let's see. Ma'am, I'm gonna put you on a brief hold.

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. Are you there, Ms. Monet?

Speaker speaker_1: Yes.

Speaker speaker_0: Hi, I just sent that to your email. Would you be able to confirm that you received it?

Speaker speaker_1: Um, a-a-auto enrolling. Yes, it did come through.

Speaker speaker_0: All right. Well, was there anything else I could help you with today?

Speaker speaker_1: That was everything, thank you so much.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: Okay, thank you. You too. Bye.

Speaker speaker_0: Thank you. Bye.