

## **Transcript: Malcolm**

**Nash-4718065342922752-5529173607759872**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey, how's it going? I'm just calling to cancel a- an insurance plan that, um, was automatically opted in with us. What's that company? Um, American, American Force, I think. American Force? Yeah. American Force? Yeah, yeah, yeah. Last four on your social? Uh, 8319. First name? F-A, Fa... Last name? Smith. For security purposes, can you verify your address and date of birth for me? Um, yeah. Just a second. Uh, March 29th, '96. It's a new address. Uh, Indianapolis Avenue. Just a second. Forgot the numbers. 3460, I believe. Uh, 3460 Indianapolis Avenue. And city state zip code? Uh, just a second. No, I just clicked off of it. Sorry. You're fine. You're good. Um, 74135. Okay. I got that declined for you, Mr. Smith. Please be advised they had already sent it in to be processed, so it is possible for you to see one deduction but after that one deduction you shouldn't see anything else. So, uh, I should see the first deduction already or I'm gonna see another- Yes. ... deduction after this? So they had already sent it in to be processed. It is possible to see that one deduction that had been sent in already, but after that you shouldn't see any more. Okay, so after the first deduction, um, if it is one, will I be getting that from a second check, or what? No, so after you see one you shouldn't see any more. If you- So will I be able to get that money back though, is what I'm asking? No, sir, because they auto-enroll you into it. Okay. Gotcha. And there's no guarantee if you do see it. It is a possibility that you will not see it, but it is possible that you do see it as well. But if you do see it, you shouldn't see any more after that one. Okay, appreciate it. No problem, Mr. Smith. You have a great rest of your week. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hey, how's it going? I'm just calling to cancel a- an insurance plan that, um, was automatically opted in with us.

Speaker speaker\_0: What's that company?

Speaker speaker\_1: Um, American, American Force, I think.

Speaker speaker\_0: American Force?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: American Force?

Speaker speaker\_1: Yeah, yeah, yeah.

Speaker speaker\_0: Last four on your social?

Speaker speaker\_1: Uh, 8319.

Speaker speaker\_0: First name?

Speaker speaker\_1: F-A, Fa...

Speaker speaker\_0: Last name?

Speaker speaker\_1: Smith.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Um, yeah. Just a second. Uh, March 29th, '96. It's a new address. Uh, Indianapolis Avenue. Just a second. Forgot the numbers. 3460, I believe. Uh, 3460 Indianapolis Avenue.

Speaker speaker\_0: And city state zip code?

Speaker speaker\_1: Uh, just a second. No, I just clicked off of it. Sorry.

Speaker speaker\_0: You're fine. You're good.

Speaker speaker\_1: Um, 74135.

Speaker speaker\_0: Okay. I got that declined for you, Mr. Smith. Please be advised they had already sent it in to be processed, so it is possible for you to see one deduction but after that one deduction you shouldn't see anything else.

Speaker speaker\_1: So, uh, I should see the first deduction already or I'm gonna see another-

Speaker speaker\_0: Yes.

Speaker speaker\_1: ... deduction after this?

Speaker speaker\_0: So they had already sent it in to be processed. It is possible to see that one deduction that had been sent in already, but after that you shouldn't see any more.

Speaker speaker\_1: Okay, so after the first deduction, um, if it is one, will I be getting that from a second check, or what?

Speaker speaker\_0: No, so after you see one you shouldn't see any more. If you-

Speaker speaker\_1: So will I be able to get that money back though, is what I'm asking?

Speaker speaker\_0: No, sir, because they auto-enroll you into it.

Speaker speaker\_1: Okay. Gotcha.

Speaker speaker\_0: And there's no guarantee if you do see it. It is a possibility that you will not see it, but it is possible that you do see it as well. But if you do see it, you shouldn't see any more after that one.

Speaker speaker\_1: Okay, appreciate it.

Speaker speaker\_0: No problem, Mr. Smith. You have a great rest of your week.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.