

Transcript: Malcolm

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Full Transcript

Thank you for calling Benefits for Nevada. This is Malcolm. How can I help you? Hello, good morning. Uh, I just want to stop an insurance with Meg. You said you... it? Yeah, I want to stop this insurance with Meg. What staffing company do you work for? Serge. What's the last four of your social? What social security number? 3664. 3664? Yeah. First name? Phalange Syllien. Say that again, sir? Phalange Syllien. I can't understand you. Can you say it louder, please? Phalange Syllien. Phalange, Phalange Syllien. P-H-A-L-A-N-D-E. Are y- are you s- can you spell it out one more time? P-H-A-L-A-N-D-E. Phalange. Is that your first name? Yeah, this is the first name. The last name is Syllien, S-Y-L-I-E-N-S-I-N-T. Are you a brand new hire? What? Are you a brand new hire? Yes. Okay, so I'm going to have to add you in the system. What's your full social? Give me a second. My full social is 06078- Se- you said 66- No. You said 680- No. 078. 078. 31... You said 31- 36... Yes, 313664. So you said 078313664? Yes. For security purposes, can you verify your address and date of birth for me? The date of birth is... 12 February 1994, 12 February 1994. And your address? 7155 Twin Oaks Drive, Apartment G, Indianapolis, Indiana. Yeah. All right. So I got that canceled for you. Please be advised the cancellation process does take one to two weeks. You're responsible to pay deductions within those two weeks, but after two weeks you shouldn't pay anything else. Okay. Good. Thank you. No problem. Is there anything else I can help you with today? No, everything was okay. All right. Well, thanks for calling Benefits of Nevada. All right. I hope you have a great weekend, man. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits for Nevada. This is Malcolm. How can I help you?

Speaker speaker_1: Hello, good morning. Uh, I just want to stop an insurance with Meg.

Speaker speaker_0: You said you... it?

Speaker speaker_1: Yeah, I want to stop this insurance with Meg.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Serge.

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

Speaker speaker_2: What social security number?

Speaker speaker_1: 3664.

Speaker speaker_0: 3664?

Speaker speaker_1: Yeah.

Speaker speaker_0: First name?

Speaker speaker_1: Phalange Syllien.

Speaker speaker_0: Say that again, sir?

Speaker speaker_1: Phalange Syllien.

Speaker speaker_0: I can't understand you. Can you say it louder, please?

Speaker speaker_1: Phalange Syllien. Phalange, Phalange Syllien. P-H-A-L-A-N-D-E.

Speaker speaker_0: Are y- are you s- can you spell it out one more time?

Speaker speaker_1: P-H-A-L-A-N-D-E. Phalange.

Speaker speaker_0: Is that your first name?

Speaker speaker_1: Yeah, this is the first name. The last name is Syllien, S-Y-L-I-E-N-S-I-N-T.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: What?

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so I'm going to have to add you in the system. What's your full social?

Speaker speaker_1: Give me a second. My full social is 06078-

Speaker speaker_0: Se- you said 66-

Speaker speaker_1: No.

Speaker speaker_0: You said 680-

Speaker speaker_1: No. 078.

Speaker speaker_0: 078.

Speaker speaker_1: 31...

Speaker speaker_0: You said 31-

Speaker speaker_1: 36... Yes, 313664.

Speaker speaker_0: So you said 078313664?

Speaker speaker_1: Yes.

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

Speaker speaker_1: The date of birth is... 12 February 1994, 12 February 1994.

Speaker speaker_0: And your address?

Speaker speaker_1: 7155 Twin Oaks Drive, Apartment G, Indianapolis, Indiana.

Speaker speaker_0: Yeah. All right. So I got that canceled for you. Please be advised the cancellation process does take one to two weeks. You're responsible to pay deductions within those two weeks, but after two weeks you shouldn't pay anything else.

Speaker speaker_1: Okay. Good. Thank you.

Speaker speaker_0: No problem. Is there anything else I can help you with today?

Speaker speaker_1: No, everything was okay.

Speaker speaker_0: All right. Well, thanks for calling Benefits of Nevada.

Speaker speaker_1: All right.

Speaker speaker_0: I hope you have a great weekend, man.

Speaker speaker_1: Bye.