

Transcript: Malcolm

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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? Hey, my name is Emmanuel Vance. I'm calling about my insurance. How can I help you, sir? Uh, I have been trying to cancel my insurance for about three months now, because I'm already paying it from another job, so I don't need to have insurance And who's that number's terminating you from? I work for Surge Staffing. What's the last four of your social? 6044. You said 6044? Yep. Uh, first name? Emmanuel. Last name? Vance. All right. For security purposes, can you verify your address and date of birth for me? July 17th, 2000. 2690 McCullough Boulevard, Baton Rouge, Mississippi 38826. Date of birth? July 17th, 2000. Yeah. All right, so it looks like you have court-ordered insurance, sir. We're not able to cancel that until the court gives us permission. Yeah, I just got off the phone with them. They said they canceled it on the 13th. And I just got paid yesterday and they still took out the insurance. So, we... Until we get those documents, sir, we can't cancel anything. They said that they are canceled. Can I talk to your supervisor? Sure. You mind if I put you on a brief hold? All right. Y'all can't come out. I'm on my way. You gotta take this call right now. Thank you for holding. This is the manager. Hi, is this the supervisor? Yes, how can I help you? Uh, I'm calling about my insurance. Okay. Um, looks like here, uh, you're just calling to check on the cancellation for the court order? Yes, ma'am. Because I called, I called the task force office. They said they already sent in the cancellation. Okay. We have not received it yet. Yeah. Um, so until we actually receive it, um, there's, we're not able to cancel it. So, as of this morning, as of yesterday's mail, let's put it that way, um, we have not received the cancellation to, um, to remove it. They said that they, uh, sent it Monday. Hello? Hello? Hello? Can you hear me? Hello? Can you hear me? No, ma'am, I couldn't hear you. Okay. Um, you said they sent it in Monday of this week, like a few days ago? Yeah, they said they sent it in on the 13th. Okay, so if they mailed it on the 13th, then, um, yeah, I would just say it's probably a mail timing thing. Um, we haven't received mail yet for today, um, so just not sure where it's coming from or, or whatever. But, um, we just haven't received it yet. All right. Okay?

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: Hey, my name is Emmanuel Vance. I'm calling about my insurance.

Speaker speaker_1: How can I help you, sir?

Speaker speaker_2: Uh, I have been trying to cancel my insurance for about three months now, because I'm already paying it from another job, so I don't need to have insurance And who's that number's terminating you from? I work for Surge Staffing.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 6044.

Speaker speaker_1: You said 6044?

Speaker speaker_2: Yep.

Speaker speaker_1: Uh, first name?

Speaker speaker_2: Emmanuel.

Speaker speaker_1: Last name?

Speaker speaker_2: Vance.

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

Speaker speaker_2: July 17th, 2000. 2690 McCullough Boulevard, Baton Rouge, Mississippi 38826.

Speaker speaker_1: Date of birth?

Speaker speaker_2: July 17th, 2000.

Speaker speaker_1: Yeah. All right, so it looks like you have court-ordered insurance, sir. We're not able to cancel that until the court gives us permission.

Speaker speaker_2: Yeah, I just got off the phone with them. They said they canceled it on the 13th. And I just got paid yesterday and they still took out the insurance.

Speaker speaker_1: So, we... Until we get those documents, sir, we can't cancel anything.

Speaker speaker_2: They said that they are canceled. Can I talk to your supervisor?

Speaker speaker_1: Sure. You mind if I put you on a brief hold?

Speaker speaker_2: All right.

Speaker speaker_3: Y'all can't come out.

Speaker speaker_2: I'm on my way. You gotta take this call right now.

Speaker speaker_0: Thank you for holding. This is the manager.

Speaker speaker_2: Hi, is this the supervisor?

Speaker speaker_0: Yes, how can I help you?

Speaker speaker_2: Uh, I'm calling about my insurance.

Speaker speaker_0: Okay. Um, looks like here, uh, you're just calling to check on the cancellation for the court order?

Speaker speaker_2: Yes, ma'am. Because I called, I called the task force office. They said they already sent in the cancellation.

Speaker speaker_0: Okay. We have not received it yet.

Speaker speaker_2: Yeah.

Speaker speaker_0: Um, so until we actually receive it, um, there's, we're not able to cancel it. So, as of this morning, as of yesterday's mail, let's put it that way, um, we have not received the cancellation to, um, to remove it.

Speaker speaker_2: They said that they, uh, sent it Monday.

Speaker speaker_4: Hello? Hello? Hello?

Speaker speaker_0: Can you hear me?

Speaker speaker_2: Hello?

Speaker speaker_0: Can you hear me?

Speaker speaker_2: No, ma'am, I couldn't hear you.

Speaker speaker_0: Okay. Um, you said they sent it in Monday of this week, like a few days ago?

Speaker speaker_2: Yeah, they said they sent it in on the 13th.

Speaker speaker_0: Okay, so if they mailed it on the 13th, then, um, yeah, I would just say it's probably a mail timing thing. Um, we haven't received mail yet for today, um, so just not sure where it's coming from or, or whatever. But, um, we just haven't received it yet.

Speaker speaker_2: All right.

Speaker speaker_0: Okay?