

Transcript: Malcolm

Nash-5074199660511232-6368164590436352

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Welcome to Kalm Benefits in the Car. This is Malcolm. How can I help you? Hi. Um, I was told by Megaforce that I had to call this number so I could cancel my dental plan. What staffing company do you work for? Megaforce. The last four of your social. 6394. First name? Aaliyah. Last name? Carmichael. For security purposes, can you verify your address and date of birth for me? 7008 Pink Drive, Apartment 2, Greenville, North Carolina, 28... I'm sorry, 27834. And your date of birth? 06/11/2000. Thank you. Are you saying you want to decline the coverage? Because it doesn't look like you're enrolled in anything. Um, I know I signed up for the dental insurance. It doesn't show that you got enrolled in anything. Okay. Well, I have to call them and see, but I know I, I signed up for it when I did all my paperwork. It doesn't look like they enrolled you in anything. Um, well, I, I just went ahead and declined the auto enrollment for you because you didn't have any coverage already. Okay. Okay. Well, is there anything else I can help you with today, Ms. Carmichael? No, that's it. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day. Thank you. No problem.

Conversation Format

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

Speaker speaker_1: Welcome to Kalm Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. Um, I was told by Megaforce that I had to call this number so I could cancel my dental plan.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Megaforce.

Speaker speaker_1: The last four of your social.

Speaker speaker_2: 6394.

Speaker speaker_1: First name?

Speaker speaker_2: Aaliyah.

Speaker speaker_1: Last name?

Speaker speaker_2: Carmichael.

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

Speaker speaker_2: 7008 Pink Drive, Apartment 2, Greenville, North Carolina, 28... I'm sorry, 27834.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 06/11/2000.

Speaker speaker_1: Thank you. Are you saying you want to decline the coverage? Because it doesn't look like you're enrolled in anything.

Speaker speaker_2: Um, I know I signed up for the dental insurance.

Speaker speaker_1: It doesn't show that you got enrolled in anything.

Speaker speaker_2: Okay. Well, I have to call them and see, but I know I, I signed up for it when I did all my paperwork.

Speaker speaker_1: It doesn't look like they enrolled you in anything. Um, well, I, I just went ahead and declined the auto enrollment for you because you didn't have any coverage already.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Well, is there anything else I can help you with today, Ms. Carmichael?

Speaker speaker_2: No, that's it.

Speaker speaker_1: If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem.