

Transcript: Malcolm

Nash-5091934365990912-4618282688233472

Full Transcript

Thanks for calling Benefits on the Card. This is ... I'm trying to help you. Oh, yeah. Hi. Um, sorry. Um, what was it? I was calling to see, um... so I can remove, uh, some of the, uh, benefits that I signed up for. What staff company do you work for? Uh, Oxford. Y- What's the last four of your Social? Uh, 3786. Yes, sir? I'm sorry? Say that again, please. Um, y- I didn't hear... What's that? The last four of your Social. Yeah. Yeah, uh, 3786. First name? Alberto. Last name? Gallegos. For security purposes, can you verify your address and date of birth for me? Uh, 16 Nantucket Trail, Sandwich, MA 02563. Date of birth? Um, I-... October it- October 18th, '76. Thank you. So we got your phone number, 774-205-0994? Yes. And I got email is alberto. last name 55@yahoo.com? Correct. Yep. Okay. What plans would you want to drop? S-... Well, definitely the, the m- the medical ones. Um. So ... in your hand? Y- yeah. Let me, um... Looking at my pay stub 'cause I can't... For some reason, I can't log in, into my account. Um, yeah, the, uh, the medical too. Um, and then the, the MEC as well 'cause I'm, I'm subscribed to the, I guess, like the, um, yeah, medical and then the, like the, like the add-on one, whatever that one was called. All right. So right... so you just want to keep the dental, short-term disability and life insurance and the vision? So I also want to remove the dental 'cause it, it, um, nobody around here takes it so there's really no point to have it. So you want to keep the short-term- Is there a- ... the life insurance and the vision? Yeah, yeah. Is there a way... Right, y- yeah. Is there a way I can just keep those three; the vision, the short-term and the life? Yes, sir. You can just keep those three plans. Yeah. Okay. All right. Yeah. Okay. So please be advised the changes do take one to two weeks to happen. It is possible to see the deductions at, at \$107.08 for two more weeks, and after two weeks you should see the new total of the \$14.75. Okay. Sure. Well, was there anything else I could help you with today, Mr. Alberto? Um, no, no. That's about it. Well, if there's nothing else, thanks for calling Benefits on the Card. I hope you have a great rest of your week. I sure will. You too. Thank you very much. Thank you. Goodbye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits on the Card. This is ... I'm trying to help you.

Speaker speaker_1: Oh, yeah. Hi. Um, sorry. Um, what was it? I was calling to see, um... so I can remove, uh, some of the, uh, benefits that I signed up for.

Speaker speaker_0: What staff company do you work for?

Speaker speaker_1: Uh, Oxford.

Speaker speaker_0: Y- What's the last four of your Social?

Speaker speaker_1: Uh, 3786.

Speaker speaker_0: Yes, sir?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Say that again, please.

Speaker speaker_1: Um, y- I didn't hear... What's that?

Speaker speaker_0: The last four of your Social.

Speaker speaker_1: Yeah. Yeah, uh, 3786.

Speaker speaker_0: First name?

Speaker speaker_1: Alberto.

Speaker speaker_0: Last name?

Speaker speaker_1: Gallegos.

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

Speaker speaker_1: Uh, 16 Nantucket Trail, Sandwich, MA 02563.

Speaker speaker_0: Date of birth?

Speaker speaker_1: Um, I-... October it- October 18th, '76.

Speaker speaker_0: Thank you. So we got your phone number, 774-205-0994?

Speaker speaker_1: Yes.

Speaker speaker_0: And I got email is alberto. last name 55@yahoo.com?

Speaker speaker_1: Correct. Yep.

Speaker speaker_0: Okay. What plans would you want to drop?

Speaker speaker_1: S-... Well, definitely the, the m- the medical ones. Um.

Speaker speaker_0: So ... in your hand?

Speaker speaker_1: Y- yeah. Let me, um... Looking at my pay stub 'cause I can't... For some reason, I can't log in, into my account. Um, yeah, the, uh, the medical too. Um, and then the, the MEC as well 'cause I'm, I'm subscribed to the, I guess, like the, um, yeah, medical and then the, like the, like the add-on one, whatever that one was called.

Speaker speaker_0: All right. So right... so you just want to keep the dental, short-term disability and life insurance and the vision?

Speaker speaker_1: So I also want to remove the dental 'cause it, it, um, nobody around here takes it so there's really no point to have it.

Speaker speaker_0: So you want to keep the short-term-

Speaker speaker_1: Is there a-

Speaker speaker_0: ... the life insurance and the vision?

Speaker speaker_1: Yeah, yeah. Is there a way... Right, y- yeah. Is there a way I can just keep those three; the vision, the short-term and the life?

Speaker speaker_0: Yes, sir. You can just keep those three plans.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: All right.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: So please be advised the changes do take one to two weeks to happen. It is possible to see the deductions at, at \$107.08 for two more weeks, and after two weeks you should see the new total of the \$14.75.

Speaker speaker_1: Okay. Sure.

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

Speaker speaker_1: Um, no, no. That's about it.

Speaker speaker_0: Well, if there's nothing else, thanks for calling Benefits on the Card. I hope you have a great rest of your week.

Speaker speaker_1: I sure will. You too. Thank you very much.

Speaker speaker_0: Thank you. Goodbye.