

## Transcript: Malcolm

Nash-5111662297268224-6527385389285376

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is..... How can I help you? How you doing? This is Javonte Kirkland. I was just calling to remove some things from my, um, from my deduction this week. What's the name of the company you work for? Ma, I'm sorry? What's the name of the company you work for? MAU admission and- Last four of your social? 4868. First name? Javonte. J-A- Name again? J as in John. All right. What's the state and address? K as in cat. Can you verify your address and date of birth for me? My address and date of birth? Mm-hmm. 55 Suzy Street, Webbs, Alabama. And my date of birth is 8-24-93. Yes, we got your phone number at 828-9564. Yes, sir. And the, email is javonte244@gmail.com? Yes, sir. Thank you. All right. What plans do you want to drop from your coverage? Um, dental, critical, vision, and accident. All right. So you want... You said the... So you just want to keep the industry plus enhanced, the life insurance and the preventative care? Uh, take the preventative care out too. So you just want to keep the industry plus enhanced and the life insurance? Yes. Your total will drop down to \$26.80. Do you authorize your employer to make these changes? Yes. Thank you. All right. Please be advised the change of... The, the process takes one to two weeks for the changes to happen. It is possible to see the regular deductions at a 46.52. After two weeks, you should see the new change that I just mentioned to the \$26.80. Okay. Thank you. No problem, Mr. Kirkland. Was there anything else I can help you with today? That'll be all. All right. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right. You too. Thank you.

### 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 Car. This is..... How can I help you?

Speaker speaker\_2: How you doing? This is Javonte Kirkland. I was just calling to remove some things from my, um, from my deduction this week.

Speaker speaker\_1: What's the name of the company you work for?

Speaker speaker\_2: Ma, I'm sorry?

Speaker speaker\_1: What's the name of the company you work for?

Speaker speaker\_2: MAU admission and-

Speaker speaker\_1: Last four of your social?

Speaker speaker\_2: 4868.

Speaker speaker\_1: First name?

Speaker speaker\_2: Javonte. J-A-

Speaker speaker\_1: Name again?

Speaker speaker\_2: J as in John.

Speaker speaker\_1: All right. What's the state and address?

Speaker speaker\_2: K as in cat.

Speaker speaker\_1: Can you verify your address and date of birth for me?

Speaker speaker\_2: My address and date of birth?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: 55 Suzy Street, Webbs, Alabama. And my date of birth is 8-24-93.

Speaker speaker\_1: Yes, we got your phone number at 828-9564.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the, email is javonte244@gmail.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_0: Thank you. All right. What plans do you want to drop from your coverage?

Speaker speaker\_2: Um, dental, critical, vision, and accident.

Speaker speaker\_0: All right. So you want... You said the... So you just want to keep the industry plus enhanced, the life insurance and the preventative care?

Speaker speaker\_2: Uh, take the preventative care out too.

Speaker speaker\_0: So you just want to keep the industry plus enhanced and the life insurance?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Your total will drop down to \$26.80. Do you authorize your employer to make these changes?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Thank you. All right. Please be advised the change of... The, the process takes one to two weeks for the changes to happen. It is possible to see the regular deductions

at a 46.52. After two weeks, you should see the new change that I just mentioned to the \$26.80.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_0: No problem, Mr. Kirkland. Was there anything else I can help you with today?

Speaker speaker\_2: That'll be all.

Speaker speaker\_0: All right. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_2: All right. You too.

Speaker speaker\_0: Thank you.