

Transcript: Malcolm

Nash-5353078308782080-6177912274075648

Full Transcript

Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Hey. Uh, I am trying to cancel, uh, a recent policy, uh, insurance policies that I got through my company. Which staffing company is it? Uh, DTC Workforce Programs. What's the last four of your social? 8949. First name? Nathan Spears. And for security purposes, can you give me your address and date of birth for me? Yes. 847 7th Street, um, Pawnee City, Nebraska. And date of birth? 0404 1995. Thank you. So we got your phone number, 913-309-0816. Yep. And the email is nathanspears0404@gmail.com? Yep. Thank you. Let's see, you didn't... It doesn't show that you're enrolled in any coverage. Huh? It doesn't show that you're enrolled in any coverage. Oh, really? Okay. Um, yeah, I had orientation like two days ago and we set it up. Um, so I don't... It was like probably like two weeks ago. I don't know if it takes time to kick in or anything. If it were being processed, they would put it in the system but it's not showing- Gotcha. ... you have anything. But I can go ahead and decline the coverage and then make a note in the system. Yeah, that'd be great. All right. Well, is there anything else I can help you with today, Mr. Spears? No, I said I appreciate it. No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your day, man. You too. Bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hey. Uh, I am trying to cancel, uh, a recent policy, uh, insurance policies that I got through my company.

Speaker speaker_0: Which staffing company is it?

Speaker speaker_1: Uh, DTC Workforce Programs.

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

Speaker speaker_1: 8949.

Speaker speaker_0: First name?

Speaker speaker_1: Nathan Spears.

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

Speaker speaker_1: Yes. 847 7th Street, um, Pawnee City, Nebraska.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 0404 1995.

Speaker speaker_0: Thank you. So we got your phone number, 913-309-0816.

Speaker speaker_1: Yep.

Speaker speaker_0: And the email is nathanspears0404@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Thank you. Let's see, you didn't... It doesn't show that you're enrolled in any coverage.

Speaker speaker_1: Huh?

Speaker speaker_0: It doesn't show that you're enrolled in any coverage.

Speaker speaker_1: Oh, really?

Speaker speaker_0: Okay.

Speaker speaker_1: Um, yeah, I had orientation like two days ago and we set it up. Um, so I don't... It was like probably like two weeks ago. I don't know if it takes time to kick in or anything.

Speaker speaker_0: If it were being processed, they would put it in the system but it's not showing-

Speaker speaker_1: Gotcha.

Speaker speaker_0: ... you have anything. But I can go ahead and decline the coverage and then make a note in the system.

Speaker speaker_1: Yeah, that'd be great.

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Mr. Spears?

Speaker speaker_1: No, I said I appreciate it.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your day, man.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Thank you. Bye.