

## **Transcript: Malcolm**

**Nash-5508777177989120-6221260712787968**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... thanks for calling Benefits in a Card. Can I help you? Hey, this is Anna. I'm calling from APL. Um, I have a insured on the other line that needs to remove their dependents on their policy. Okay. You can go transfer him over. Okay. What was your name? Malcolm. Malcolm? Okay, hold on one moment. Hello, Kevin? Yes, I'm here. Thank you so much for holding. I have Malcolm on the line and he'll be assisting you further, okay? Okay. Thank you, appreciate it. You're welcome. Thank you. How are you doing today, Mr. Kevin? I'm doing well. Yourself? Can't complain. Now, can I help you today? I'm here to cancel my child from off of my insurance plan, if you could help me out with that? Okay. What staff or company do you work for? I work for Focus Agency. Focus Workforce Management? Yes, sir. What's the last four of your Social? Uh, three, six, seven, one. First name? Kevin. Last name? Shaw. Now for security purposes, can you verify your address and date of birth for me? Uh, six seven four Hotenstein Road, uh, Kutztown, Pennsylvania, one, nine, five, three, zero. And date of birth? 10/30/91. Thank you. So we got the phone number at 819-8678. Yeah. Thank you. So we got to get email at shawkevin21@gmail.com. Correct. Thank you. So are you going to drop everything, or is it just you by yourself? No, I'm just gonna... Uh, yeah. I'm gonna drop everything and just leave me on there. All right. All right, so your new total will be \$46 even, once the changes are made. I got that processed in the system. Please be advised that the change of coverage process does take one to two weeks. It is possible to see the normal deductions then, but after two weeks, you should see the new total of \$46. Okay. All right. Thank you, appreciate it. No problem, Mr. Shaw. Was there anything else I could help you with today? Uh, no, that'll be all. Thank you. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Thanks.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... thanks for calling Benefits in a Card. Can I help you?

Speaker speaker\_2: Hey, this is Anna. I'm calling from APL. Um, I have a insured on the other line that needs to remove their dependents on their policy.

Speaker speaker\_1: Okay. You can go transfer him over.

Speaker speaker\_2: Okay. What was your name?

Speaker speaker\_1: Malcolm.

Speaker speaker\_2: Malcolm? Okay, hold on one moment. Hello, Kevin?

Speaker speaker\_3: Yes, I'm here.

Speaker speaker\_2: Thank you so much for holding. I have Malcolm on the line and he'll be assisting you further, okay?

Speaker speaker\_3: Okay. Thank you, appreciate it.

Speaker speaker\_2: You're welcome.

Speaker speaker\_1: Thank you. How are you doing today, Mr. Kevin?

Speaker speaker\_3: I'm doing well. Yourself?

Speaker speaker\_1: Can't complain. Now, can I help you today?

Speaker speaker\_3: I'm here to cancel my child from off of my insurance plan, if you could help me out with that?

Speaker speaker\_1: Okay. What staff or company do you work for?

Speaker speaker\_3: I work for Focus Agency.

Speaker speaker\_1: Focus Workforce Management?

Speaker speaker\_3: Yes, sir.

Speaker speaker\_1: What's the last four of your Social?

Speaker speaker\_3: Uh, three, six, seven, one.

Speaker speaker\_1: First name?

Speaker speaker\_3: Kevin.

Speaker speaker\_1: Last name?

Speaker speaker\_3: Shaw.

Speaker speaker\_1: Now for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_3: Uh, six seven four Hotenstein Road, uh, Kutztown, Pennsylvania, one, nine, five, three, zero.

Speaker speaker\_1: And date of birth?

Speaker speaker\_3: 10/30/91.

Speaker speaker\_1: Thank you. So we got the phone number at 819-8678.

Speaker speaker\_3: Yeah.

Speaker speaker\_1: Thank you. So we got to get email at shawkevin21@gmail.com.

Speaker speaker\_3: Correct.

Speaker speaker\_2: Thank you. So are you going to drop everything, or is it just you by yourself?

Speaker speaker\_3: No, I'm just gonna... Uh, yeah. I'm gonna drop everything and just leave me on there.

Speaker speaker\_1: All right. All right, so your new total will be \$46 even, once the changes are made. I got that processed in the system. Please be advised that the change of coverage process does take one to two weeks. It is possible to see the normal deductions then, but after two weeks, you should see the new total of \$46.

Speaker speaker\_3: Okay. All right. Thank you, appreciate it.

Speaker speaker\_1: No problem, Mr. Shaw. Was there anything else I could help you with today?

Speaker speaker\_3: Uh, no, that'll be all. Thank you.

Speaker speaker\_1: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker\_3: You too. Thanks.