

Transcript: Malcolm

Nash-5520120283971584-5492844288851968

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Um, hi, Malcolm. I'm trying to make a change on my, with my benefits. I currently have, or I signed up to have vision and, um, dental with you guys, but I, I just wanna cancel the vision. I don't... I don't know if I'm gonna use the vision. All right. What staffing company do you work for? APC. What's the last four of your social? 1100. First name? Marva. Last name? Petty. All right. For security purposes, can you verify your address and date of birth for me? Mm-hmm. Date of birth 3/15/88. Address 316 Lakefield Drive, Jonesville, Georgia. Date of birth? 3/15/88. Thank you. So you actually have it. So your, your coverage is, is, will become active as of next week. And you say you wanna drop the vision? Yeah. I just started it, but I realize that we don't, we're not gonna use the vision 'cause we just... We'll wrap up all our... Right. So you just want the dental for you and- I do wanna keep the den- ... family? Yeah, I wanna keep the dental. Mm-hmm. Please be advised the change of coverage process does take one to two weeks. It is possible to see the doctor- Okay. ... within those weeks. After two weeks, you shouldn't see anything else. Okay. All right. Well, is there anything else I can help you with today, Ms. Marva? No, that's all. Thank you so much. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You as well. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Um, hi, Malcolm. I'm trying to make a change on my, with my benefits. I currently have, or I signed up to have vision and, um, dental with you guys, but I, I just wanna cancel the vision. I don't... I don't know if I'm gonna use the vision.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: APC.

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

Speaker speaker_1: 1100.

Speaker speaker_0: First name?

Speaker speaker_1: Marva.

Speaker speaker_0: Last name?

Speaker speaker_1: Petty.

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

Speaker speaker_1: Mm-hmm. Date of birth 3/15/'88. Address 316 Lakefield Drive, Jonesville, Georgia.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 3/15/'88.

Speaker speaker_0: Thank you. So you actually have it. So your, your coverage is, is, will become active as of next week. And you say you wanna drop the vision?

Speaker speaker_1: Yeah. I just started it, but I realize that we don't, we're not gonna use the vision 'cause we just... We'll wrap up all our...

Speaker speaker_0: Right. So you just want the dental for you and-

Speaker speaker_1: I do wanna keep the den-

Speaker speaker_0: ... family?

Speaker speaker_1: Yeah, I wanna keep the dental. Mm-hmm.

Speaker speaker_0: Please be advised the change of coverage process does take one to two weeks. It is possible to see the doctor-

Speaker speaker_1: Okay.

Speaker speaker_0: ... within those weeks. After two weeks, you shouldn't see anything else.

Speaker speaker_1: Okay.

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

Speaker speaker_1: No, that's all. Thank you so much.

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

Speaker speaker_1: You as well.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye.