

Transcript: Malcolm

Nash-5537794052014080-6321586559729664

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits for the Card, this is Malcolm, how can I help you? Yes, hello. Um, I'm calling, um, on regards to Keyshawn James. Um, because he's currently at work. Um, he was wanting to know, um, if he could, um, cancel his MEC uh, plan? Sure. Are you on his insurance? Um, I think so, I am. Yes. What staffing company does he work for? Uh, Surge. Can I ask for your social, his social? 1708. And what was his first name? Keyshawn. So unfortunately, he would have to call in himself 'cause you're not on his coverage, so he'd have to call in and cancel his insurance if h- if he wanted any information. Okay. Thank you. No problem. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits for the Card, this is Malcolm, how can I help you?

Speaker speaker_2: Yes, hello. Um, I'm calling, um, on regards to Keyshawn James. Um, because he's currently at work. Um, he was wanting to know, um, if he could, um, cancel his MEC uh, plan?

Speaker speaker_1: Sure. Are you on his insurance?

Speaker speaker_2: Um, I think so, I am. Yes.

Speaker speaker_1: What staffing company does he work for?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: Can I ask for your social, his social?

Speaker speaker_2: 1708.

Speaker speaker_1: And what was his first name?

Speaker speaker_2: Keyshawn.

Speaker speaker_1: So unfortunately, he would have to call in himself 'cause you're not on his coverage, so he'd have to call in and cancel his insurance if h- if he wanted any information.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem.

Speaker speaker_2: Bye.