

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Hey, Malcolm. This is Daniel. How are you doing, buddy? I'm doing good, man. How about you? I'm doing all right. I need to see if I could, uh, cancel my, my medical insurance. I want to see ... What, what health company do you work for? Integrity. What's the last four of your Social? 5483. First name? Daniel. Last name? Pollock, P-O-L-L-O-C-K. And for security purposes, can you verify your address and date of birth for me? Uh, it's 506 East Utica Street, Sellersburg, Indiana. Date of birth is 12/8/77. Thank you. So we got your phone number, 812-725-3920. Yes, sir. And your email is daniel31es@gmail.com? Yes, sir. You, so you say you want to drop everything except for dental? You only want to drop medical? I just want to drop medical. Okay, so just the VIP plus, and that's it? Is that the VIP? I think that's what it is, the VIP, but it's like 54 or something. 67. Yes, sir. Yeah. Okay. So I got that removed for you, please. Be advised that the process does take one to two weeks. It is possible to see the regular deductions. After two weeks, you should see the new total of \$36.07. All right, that works. Thank you. No problem. Was there anything else I can help you with today, Mr. Daniel? No, that's it. There's nothing else. Thanks for calling Benefits in a Car. I hope you have a great weekend. Yeah, you too. Thank you. All right. Mm-hmm. Bye. Bye.

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

Speaker speaker_2: Hey, Malcolm. This is Daniel. How are you doing, buddy?

Speaker speaker_1: I'm doing good, man. How about you?

Speaker speaker_2: I'm doing all right. I need to see if I could, uh, cancel my, my medical insurance. I want to see ...

Speaker speaker_1: What, what health company do you work for?

Speaker speaker_2: Integrity.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 5483.

Speaker speaker_1: First name?

Speaker speaker_2: Daniel.

Speaker speaker_1: Last name?

Speaker speaker_2: Pollock, P-O-L-L-O-C-K.

Speaker speaker_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, it's 506 East Utica Street, Sellersburg, Indiana. Date of birth is 12/8/77.

Speaker speaker_1: Thank you. So we got your phone number, 812-725-3920.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And your email is daniel31es@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: You, so you say you want to drop everything except for dental?

Speaker speaker_0: You only want to drop medical?

Speaker speaker_2: I just want to drop medical.

Speaker speaker_1: Okay, so just the VIP plus, and that's it?

Speaker speaker_2: Is that the VIP? I think that's what it is, the VIP, but it's like 54 or something. 67.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So I got that removed for you, please. Be advised that the process does take one to two weeks. It is possible to see the regular deductions. After two weeks, you should see the new total of \$36.07.

Speaker speaker_2: All right, that works. Thank you.

Speaker speaker_1: No problem. Was there anything else I can help you with today, Mr. Daniel?

Speaker speaker_2: No, that's it.

Speaker speaker_1: There's nothing else. Thanks for calling Benefits in a Car. I hope you have a great weekend.

Speaker speaker_2: Yeah, you too.

Speaker speaker_1: Thank you.

Speaker speaker_2: All right. Mm-hmm. Bye.

Speaker speaker_1: Bye.