

## **Transcript: Malcolm**

**Nash-5703572881850368-4557368785551360**

### **Full Transcript**

You think, um... Who is this? ... calling to benefit from your card, this is Nelson. How may I help you? Who is this? Um, yes, my name is Janetta Nelson. Who that? And, um, I received one of the, uh, benefit cards from Surge- Why are you in a voice that I can't hear? ... and I want to know what all I need to do. Why are you in a voice I can't hear? To cancel it. You want to cancel it? No, I'm not canceling it. All right. What's the last four of your Social? 6374. First name? Janetta, J-A-N-E-T-T-A. Last name? Nelson, N-E-L-S-O-N. For security purposes, can you verify your address and date of birth for me? Um, if I'm not for sure, it's 712 Parish Street, Anderson, South Carolina, 29624. And my birthday is 11/12/81. Thank you. So you had questions about the coverage? You want to know if it's still active? Yes, yes. Well, right now it's not showing that it's active. It doesn't look like any deductions have been taken since March 1st. So what do I need to do? So are you still working with the company? Yes, I'm still with the company. So is there... Well, there would be a reason why no deductions are being taken because typically they are automatically taken out of your paycheck weekly. Say that again now? I said, what would be the reason why you're not receiving deductions? Because typically they're taken out weekly to pay for the coverage in advance, if you're still working with the company. Okay, so if I have to go to the doctor or anything and you, um, take out the deduction? No. No, ma'am. So right now your coverage isn't active because no deductions have been, being taken to pay for the coverage. So you said you're still working with the staffing company. I was asking like did you miss... Were you sick? Did you miss a couple weeks? Like, what happened as to why there's no deduct... why the deductions stopped being taken out in March? Oh, because, oh, right now they haven't had anything available right now. Okay. So that... So in that case, so your coverage will cancel out after four weeks of not receiving any deductions. So after this week- Hello. ... it will actually cancel itself out and you wouldn't have coverage no more. Okay, so for right now I do have it? No, ma'am, you don't because no deductions were being taken. Okay. Okay, thank you. No problem. Was there anything else I could help you with today? No, sir. Well, thanks for calling Benefits in the Card. Hope you have a great rest of your week. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: You think, um...

Speaker speaker\_1: Who is this?

Speaker speaker\_0: ... calling to benefit from your card, this is Nelson. How may I help you?

Speaker speaker\_1: Who is this?

Speaker speaker\_2: Um, yes, my name is Janetta Nelson.

Speaker speaker\_1: Who that?

Speaker speaker\_2: And, um, I received one of the, uh, benefit cards from Surge-

Speaker speaker\_1: Why are you in a voice that I can't hear?

Speaker speaker\_2: ... and I want to know what all I need to do.

Speaker speaker\_1: Why are you in a voice I can't hear?

Speaker speaker\_2: To cancel it.

Speaker speaker\_0: You want to cancel it?

Speaker speaker\_2: No, I'm not canceling it.

Speaker speaker\_0: All right. What's the last four of your Social?

Speaker speaker\_2: 6374.

Speaker speaker\_0: First name?

Speaker speaker\_2: Janetta, J-A-N-E-T-T-A.

Speaker speaker\_0: Last name?

Speaker speaker\_2: Nelson, N-E-L-S-O-N.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Um, if I'm not for sure, it's 712 Parish Street, Anderson, South Carolina, 29624. And my birthday is 11/12/81.

Speaker speaker\_0: Thank you. So you had questions about the coverage? You want to know if it's still active?

Speaker speaker\_2: Yes, yes.

Speaker speaker\_0: Well, right now it's not showing that it's active. It doesn't look like any deductions have been taken since March 1st.

Speaker speaker\_2: So what do I need to do?

Speaker speaker\_0: So are you still working with the company?

Speaker speaker\_2: Yes, I'm still with the company.

Speaker speaker\_0: So is there... Well, there would be a reason why no deductions are being taken because typically they are automatically taken out of your paycheck weekly.

Speaker speaker\_2: Say that again now?

Speaker speaker\_0: I said, what would be the reason why you're not receiving deductions? Because typically they're taken out weekly to pay for the coverage in advance, if you're still working with the company.

Speaker speaker\_2: Okay, so if I have to go to the doctor or anything and you, um, take out the deduction?

Speaker speaker\_0: No. No, ma'am. So right now your coverage isn't active because no deductions have been, being taken to pay for the coverage. So you said you're still working with the staffing company. I was asking like did you miss... Were you sick? Did you miss a couple weeks? Like, what happened as to why there's no deduct... why the deductions stopped being taken out in March?

Speaker speaker\_2: Oh, because, oh, right now they haven't had anything available right now.

Speaker speaker\_0: Okay. So that... So in that case, so your coverage will cancel out after four weeks of not receiving any deductions. So after this week-

Speaker speaker\_2: Hello.

Speaker speaker\_0: ... it will actually cancel itself out and you wouldn't have coverage no more.

Speaker speaker\_2: Okay, so for right now I do have it?

Speaker speaker\_0: No, ma'am, you don't because no deductions were being taken.

Speaker speaker\_2: Okay. Okay, thank you.

Speaker speaker\_0: No problem. Was there anything else I could help you with today?

Speaker speaker\_2: No, sir.

Speaker speaker\_0: Well, thanks for calling Benefits in the Card. Hope you have a great rest of your week.

Speaker speaker\_2: You too.

Speaker speaker\_0: Thank you.