

Transcript: Malcolm

Nash-5755331871424512-4791803203207168

Full Transcript

Thanks for calling Benefits in the Car. This is Malcom, how may I help you? Uh, yes, um, I was calling to see if I can, um, opt out of the insurance. What's the company you work for? Sir? What's the last four of your Social? 9306. First name? Um, Ilamut Paul is the first name. What's the first name? Ilamut. Ilamut Paul. Last name? Paul. For security purposes, can you verify address and date of birth for me? Uh, one second. . Uh-huh. . Um, my date of birth would be... . January 22nd, 1982. And then the address... Yeah, January, um, 22nd, 1982. . That's not the, that's not the date of birth we have on file. Uh... . It's, um, zero... Yeah, January 22nd, 1982. Could you verify with your full Social Security? That's not the address that we have on file or the date of birth that we have on file. Um, the Social is... . It's 173-87-9306. All right, so I need to update the add, the date of birth to January 22nd? Uh, yeah, 1982. All right, so do you want me to cancel the coverage? Yeah, I just want to opt out of it. So they had already got you enrolled. I'd just like to cancel for you to be advised the process does take one to two weeks. But it's possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else. All right, that sounds good. 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. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcom, how may I help you?

Speaker speaker_1: Uh, yes, um, I was calling to see if I can, um, opt out of the insurance.

Speaker speaker_0: What's the company you work for?

Speaker speaker_1: Sir?

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

Speaker speaker_1: 9306.

Speaker speaker_0: First name?

Speaker speaker_1: Um, Ilamut Paul is the first name.

Speaker speaker_0: What's the first name?

Speaker speaker_1: Ilamut.

Speaker speaker_2: Ilamut Paul.

Speaker speaker_0: Last name?

Speaker speaker_1: Paul.

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

Speaker speaker_1: Uh, one second. .

Speaker speaker_0: Uh-huh. .

Speaker speaker_1: Um, my date of birth would be... . January 22nd, 1982. And then the address... Yeah, January, um, 22nd, 1982. .

Speaker speaker_0: That's not the, that's not the date of birth we have on file.

Speaker speaker_1: Uh... . It's, um, zero... Yeah, January 22nd, 1982.

Speaker speaker_0: Could you verify with your full Social Security? That's not the address that we have on file or the date of birth that we have on file.

Speaker speaker_1: Um, the Social is... . It's 173-87-9306.

Speaker speaker_0: All right, so I need to update the add, the date of birth to January 22nd?

Speaker speaker_1: Uh, yeah, 1982.

Speaker speaker_0: All right, so do you want me to cancel the coverage?

Speaker speaker_1: Yeah, I just want to opt out of it.

Speaker speaker_0: So they had already got you enrolled. I'd just like to cancel for you to be advised the process does take one to two weeks. But it's possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker_1: All right, that sounds good. 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. Bye.