

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Benefits in the Card, this is Malcolm. How can I help you? Hey, Malcolm. Um, I was calling to, uh, cancel my benefits or pause them indefinitely or whatever, if I could. All right. Which insurance company do you work for? Um, it is, uh, Creative Circle. What's the last four of your social? Uh, three, four, seven, three. You said three, four, seven, three? Yes. Three, four, seven, three. First name? Uh, first name is Barrett. Last name? Last name is Peavy. All right. For security purposes, can you verify your address and date of birth for me? Um, yes. I, I've moved so I'm not sure if I actually had, uh, updated my address with you guys. But my new address is 1084 Zack Street NE, Townsend, Georgia 31331. Um, if that's not it, I can give you my old address as well. And, uh- That's all right. Birthdat- okay, yeah. I just couldn't remember if I updated it with you guys. Um, and birthday is July 15th, 1968. Thank you. So you want to cancel your coverage? Uh, yeah. I've got, uh, I've got like marketplace insurance right now through the State of Georgia, uh, beginning on January 1. So I don't really need the coverage right now. So I'll sign up again later if I, uh, you know, if any, any point I leave the State of Georgia coverage. Okay. So it looks like it's already been sent to be processed for the rollover. It is possible to see a deduction of that. Uh, you shouldn't see anymore after two weeks. Right. Okay. Yeah, that, that, that's fine 'cause I did get an email about it needing to be activated for the new year or whatever. But yeah, that's, that's fine if it, uh, you know, if it covers me for another couple of weeks or whatever till the next, next go round. But if it's off after that, that's perfectly okay. All right. Well, was there anything else I can help you with today, Mr. Peavy? That's it for today, Malcolm. I appreciate the help. No problem, man. Thanks for calling Benefits in the Card. I hope you have a great rest of the year. Yep. You too, have... Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Benefits in the Card, this is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. Um, I was calling to, uh, cancel my benefits or pause them indefinitely or whatever, if I could.

Speaker speaker_1: All right. Which insurance company do you work for?

Speaker speaker_2: Um, it is, uh, Creative Circle.

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

Speaker speaker_2: Uh, three, four, seven, three.

Speaker speaker_1: You said three, four, seven, three?

Speaker speaker_2: Yes.

Speaker speaker_1: Three, four, seven, three. First name?

Speaker speaker_2: Uh, first name is Barrett.

Speaker speaker_1: Last name?

Speaker speaker_2: Last name is Peavy.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Um, yes. I, I've moved so I'm not sure if I actually had, uh, updated my address with you guys. But my new address is 1084 Zack Street NE, Townsend, Georgia 31331. Um, if that's not it, I can give you my old address as well. And, uh-

Speaker speaker_1: That's all right.

Speaker speaker_2: Birthdat- okay, yeah. I just couldn't remember if I updated it with you guys. Um, and birthday is July 15th, 1968.

Speaker speaker_1: Thank you. So you want to cancel your coverage?

Speaker speaker_2: Uh, yeah. I've got, uh, I've got like marketplace insurance right now through the State of Georgia, uh, beginning on January 1. So I don't really need the coverage right now. So I'll sign up again later if I, uh, you know, if any, any point I leave the State of Georgia coverage.

Speaker speaker_1: Okay. So it looks like it's already been sent to be processed for the rollover. It is possible to see a deduction of that. Uh, you shouldn't see anymore after two weeks.

Speaker speaker_2: Right. Okay. Yeah, that, that, that's fine 'cause I did get an email about it needing to be activated for the new year or whatever. But yeah, that's, that's fine if it, uh, you know, if it covers me for another couple of weeks or whatever till the next, next go round. But if it's off after that, that's perfectly okay.

Speaker speaker_1: All right. Well, was there anything else I can help you with today, Mr. Peavy?

Speaker speaker_2: That's it for today, Malcolm. I appreciate the help.

Speaker speaker_1: No problem, man. Thanks for calling Benefits in the Card. I hope you have a great rest of the year.

Speaker speaker_2: Yep. You too, have... Bye-bye.

Speaker speaker_1: Thank you. Bye.