

Transcript: Malcolm

Nash-5887737977159680-4980075961827328

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? Um, yes, my name is Casey. Um, I've been getting texts saying that there was a lapse in coverage, um, due to pay on my insurance. Um, but I guess I just need to cancel it because I got hired onto my job and I have insurance through them now. What, what staffing company did you use to work for us? AccuForce. What's the last four of your social? 7266. First name? Casey. Last name? Brakefield. And for security purposes, can you verify your address and date of birth for me? Um, 806 Treeland Circle, and 8/31/1999. I need to see the state zip code as well. Um, North Carolina 28645. Thank you. I got that canceled for you, Ms. Brake- Brakefield. Please be advised the cancellation process does take one to two weeks. It is possible for deduction within those two weeks but after two weeks, you shouldn't see anything else. Okay. All right. Was there anything else I can help you with today? No, thank you. All right. Thanks for calling Benefits in the Card. I hope you have a great rest of your day. Thank you. You too. Thank you. Bye. 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: Um, yes, my name is Casey. Um, I've been getting texts saying that there was a lapse in coverage, um, due to pay on my insurance. Um, but I guess I just need to cancel it because I got hired onto my job and I have insurance through them now.

Speaker speaker_1: What, what staffing company did you use to work for us?

Speaker speaker_2: AccuForce.

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

Speaker speaker_2: 7266.

Speaker speaker_1: First name?

Speaker speaker_2: Casey.

Speaker speaker_1: Last name?

Speaker speaker_2: Brakefield.

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

Speaker speaker_2: Um, 806 Treeland Circle, and 8/31/1999.

Speaker speaker_1: I need to see the state zip code as well.

Speaker speaker_2: Um, North Carolina 28645.

Speaker speaker_1: Thank you. I got that canceled for you, Ms. Brake- Brakefield. Please be advised the cancellation process does take one to two weeks. It is possible for deduction within those two weeks but after two weeks, you shouldn't see anything else.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Was there anything else I can help you with today?

Speaker speaker_2: No, thank you.

Speaker speaker_1: All right. Thanks for calling Benefits in the Card. I hope you have a great rest of your day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye.

Speaker speaker_1: Bye.