

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the ... This is Malcolm, how can I help you? Oh, yeah. Hi, Malcolm. Uh, this is Keisha and, um, I'm calling to, uh, check up on some of my benefits. Uh, I'm a current employee with On Track and, uh, I do, I think I'm paying for all the benefits right now with you guys. Um, I'm trying to see if I can cancel a couple of those 'cause, uh, I don't need all them benefits that I'm paying for. You said On Track Staffing? Yes. That's correct. What's the last four... uh? Uh, you said last four for social? Mm-hmm. 06738. First name? Keisha. Last name? Cacho. And first... Can you verify the address and date of birth for me? Uh, address is- For security purposes, can you verify your address and date of birth for me? Mm-hmm. Okay. Sorry. Yeah. I thought you didn't hear me. Yeah, we kind of cut out, uh, but it's 2621 Harvest Lane, uh, Fort Worth, Texas 76133. And, uh, the date of birth would be first of January, 1999. Thank you. So we got the phone number, 786-934-3509. That's correct. And your email, keisha1907@gmail.com? That's right. Right. So what plans were you wanting to drop? Well, so the thing is, I'm not even sure, uh, what do I have, but, um, I'm thinking about just keeping the, uh... Do I have any medical insurance in there? So, you have the VIP Standard. Yes, sir. Okay. So I'm thinking about just keeping that, and, uh, a dental insurance if it has... if I have any on there. I'm not sure. You said that and dental and that's it? Yeah. Or as a, as a matter of fact, uh, let me just keep the medi- uh, the medical one and, uh, I'm gonna j- I'm gonna jump off the rest. And that's it? Yeah, that's it. So you just want the VIP Standard and that's it? That's correct. All right. So your total, new total will be \$17.66. Do you authorize your employer to make these changes? Yes, I authorize it. Thank you. All right. So I got that in the system for you. Please be advised it does take one to two weeks for the changes to happen, and it's possible to see the, the regular deductions of the 5428, but after two weeks you should see the new total of the \$17.66. All right. Got it. Well, was there anything else I can help you ... today? No, that was... That was it. Um, I appreciate you for your time. No problem, man. If there's nothing else, thanks for calling Benefits in the ... I hope you have a great rest of the week, man. All right. You too. See you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the ... This is Malcolm, how can I help you?

Speaker speaker_2: Oh, yeah. Hi, Malcolm. Uh, this is Keisha and, um, I'm calling to, uh, check up on some of my benefits. Uh, I'm a current employee with On Track and, uh, I do, I

think I'm paying for all the benefits right now with you guys. Um, I'm trying to see if I can cancel a couple of those 'cause, uh, I don't need all them benefits that I'm paying for.

Speaker speaker_1: You said On Track Staffing?

Speaker speaker_2: Yes. That's correct.

Speaker speaker_1: What's the last four... uh?

Speaker speaker_2: Uh, you said last four for social?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 06738.

Speaker speaker_1: First name?

Speaker speaker_2: Keisha.

Speaker speaker_1: Last name?

Speaker speaker_2: Cacho.

Speaker speaker_1: And first... Can you verify the address and date of birth for me?

Speaker speaker_2: Uh, address is-

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

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Sorry.

Speaker speaker_2: Yeah.

Speaker speaker_1: I thought you didn't hear me.

Speaker speaker_2: Yeah, we kind of cut out, uh, but it's 2621 Harvest Lane, uh, Fort Worth, Texas 76133. And, uh, the date of birth would be first of January, 1999.

Speaker speaker_1: Thank you. So we got the phone number, 786-934-3509.

Speaker speaker_2: That's correct.

Speaker speaker_1: And your email, keisha1907@gmail.com?

Speaker speaker_2: That's right.

Speaker speaker_1: Right. So what plans were you wanting to drop?

Speaker speaker_2: Well, so the thing is, I'm not even sure, uh, what do I have, but, um, I'm thinking about just keeping the, uh... Do I have any medical insurance in there?

Speaker speaker_1: So, you have the VIP Standard. Yes, sir.

Speaker speaker_2: Okay. So I'm thinking about just keeping that, and, uh, a dental insurance if it has... if I have any on there. I'm not sure.

Speaker speaker_1: You said that and dental and that's it?

Speaker speaker_2: Yeah. Or as a, as a matter of fact, uh, let me just keep the medi- uh, the medical one and, uh, I'm gonna j- I'm gonna jump off the rest.

Speaker speaker_1: And that's it?

Speaker speaker_2: Yeah, that's it.

Speaker speaker_1: So you just want the VIP Standard and that's it?

Speaker speaker_2: That's correct.

Speaker speaker_1: All right. So your total, new total will be \$17.66. Do you authorize your employer to make these changes?

Speaker speaker_2: Yes, I authorize it.

Speaker speaker_1: Thank you. All right. So I got that in the system for you. Please be advised it does take one to two weeks for the changes to happen, and it's possible to see the, the regular deductions of the 5428, but after two weeks you should see the new total of the \$17.66.

Speaker speaker_2: All right. Got it.

Speaker speaker_1: Well, was there anything else I can help you ... today?

Speaker speaker_2: No, that was... That was it. Um, I appreciate you for your time.

Speaker speaker_1: No problem, man. If there's nothing else, thanks for calling Benefits in the ... I hope you have a great rest of the week, man.

Speaker speaker_2: All right. You too.

Speaker speaker_1: See you.