

Transcript: Malcolm

Nash-5937193967468544-5217539129131008

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hello. My name is Dillon Key. Um, I was trying to cancel my insurance. All right. What staffing company do you work for? WorkSource. Yeah, WorkSource? Yes, sir. Well, fir- first off, could you tell me how much, uh, how much is taken out of my check every week for the insurance? Yes, sir. Give me one moment while I pull up your account. Yes, sir. What's the last four of your social? 1269. First name? Dillon, D-I-L-L-O-N. Okay. For security purposes, can you verify your address and date of birth for me? 6235 Industrial Park Road, Van Buren, Arkansas, 72956. Date of birth? August 12th, 1980... August 12th- Date- ... 1986. Thank you. So we got your phone number at 979-3532? Yes, sir. And your email is dillraykey86@gmail.com? It's, uh, dillray, T-B-I-L-L-R-A-Y-K-E-Y. Yeah. Yeah, that's what I meant, sorry. 86. Yes, sir. All right. So, so, uh, with all the coverage that you're enrolled into, your total is six- uh, \$46.11 that's taken every week. 46 and 11? Uh, yeah, let's go ahead and, uh, let's go ahead and cancel that if we can. You want me to cancel everything? Uh, yes, sir. Yeah. Okay. I'll get that canceled for you, Mr. Key. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks but after two weeks you shouldn't see anything else. Okay, perfect, thank you. No problem, Mr. Key. Was there anything else I could help you with today? No, thank you. Okay. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Thank you. You as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hello. My name is Dillon Key. Um, I was trying to cancel my insurance.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: WorkSource.

Speaker speaker_0: Yeah, WorkSource?

Speaker speaker_1: Yes, sir. Well, fir- first off, could you tell me how much, uh, how much is taken out of my check every week for the insurance?

Speaker speaker_0: Yes, sir. Give me one moment while I pull up your account.

Speaker speaker_1: Yes, sir.

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

Speaker speaker_1: 1269.

Speaker speaker_0: First name?

Speaker speaker_1: Dillon, D-I-L-L-O-N.

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

Speaker speaker_1: 6235 Industrial Park Road, Van Buren, Arkansas, 72956.

Speaker speaker_0: Date of birth?

Speaker speaker_1: August 12th, 1980... August 12th-

Speaker speaker_0: Date-

Speaker speaker_1: ... 1986.

Speaker speaker_0: Thank you. So we got your phone number at 979-3532?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is dillraykey86@gmail.com?

Speaker speaker_1: It's, uh, dillray, T-B-I-L-L-R-A-Y-K-E-Y.

Speaker speaker_0: Yeah. Yeah, that's what I meant, sorry.

Speaker speaker_1: 86. Yes, sir.

Speaker speaker_0: All right. So, so, uh, with all the coverage that you're enrolled into, your total is six- uh, \$46.11 that's taken every week.

Speaker speaker_1: 46 and 11? Uh, yeah, let's go ahead and, uh, let's go ahead and cancel that if we can.

Speaker speaker_0: You want me to cancel everything?

Speaker speaker_1: Uh, yes, sir. Yeah.

Speaker speaker_0: Okay. I'll get that canceled for you, Mr. Key. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks but after two weeks you shouldn't see anything else.

Speaker speaker_1: Okay, perfect, thank you.

Speaker speaker_0: No problem, Mr. Key. Was there anything else I could help you with today?

Speaker speaker_1: No, thank you.

Speaker speaker_0: Okay. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: Thank you. You as well.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.