

## **Transcript: Malcolm**

**Nash-6117669389418496-5503565771522048**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Oh, yes, Malcolm. This is, uh, Travis Bennett calling. How can I help you today, Mr. Travis? Oh, yes. Uh, I was just calling to see if I can, uh, elect to, uh, decline insurance that I had set up, going on? So you want to decline coverage or cancel it? Just, well, just, uh, cancel the coverage. Okay. What staffing company do you work for? Serge. What's the last four of your social? 1156. First, you said Travis. What was the last name? Bennett. Yeah, 'cause I, uh, had it going while I was in, uh, doing paperwork and all that in Surge today. And I was searching up to see if my doctor took y'all's insurance, and none of the health doctors I go to covers it and all that. So, that's why I was gonna cancel the insurance on getting it. Okay. For security purposes, can you verify your address and date of birth for me? Date of birth is 01/08/1993. My address is 306 Gary Road, Albertville, Alabama 35951. Thank you. So, we got your phone number at 572-6021. Yes, sir. And your email is bama\_0193@gmail.com? Yes, sir. Thank you. I got that canceled and declined for you, Mr. Bennett. Was there anything else I can help you with today? Uh, no, sir. That was it. All right. If there's nothing else, Mr. Travis, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Yes, sir. You too. Take care. Bye.

### **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 Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Oh, yes, Malcolm. This is, uh, Travis Bennett calling.

Speaker speaker\_1: How can I help you today, Mr. Travis?

Speaker speaker\_2: Oh, yes. Uh, I was just calling to see if I can, uh, elect to, uh, decline insurance that I had set up, going on?

Speaker speaker\_1: So you want to decline coverage or cancel it?

Speaker speaker\_2: Just, well, just, uh, cancel the coverage.

Speaker speaker\_1: Okay. What staffing company do you work for?

Speaker speaker\_2: Serge.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 1156.

Speaker speaker\_1: First, you said Travis. What was the last name?

Speaker speaker\_2: Bennett. Yeah, 'cause I, uh, had it going while I was in, uh, doing paperwork and all that in Surge today. And I was searching up to see if my doctor took y'all's insurance, and none of the health doctors I go to covers it and all that. So, that's why I was gonna cancel the insurance on getting it.

Speaker speaker\_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Date of birth is 01/08/1993. My address is 306 Gary Road, Albertville, Alabama 35951.

Speaker speaker\_1: Thank you. So, we got your phone number at 572-6021.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And your email is bama\_0193@gmail.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Thank you. I got that canceled and declined for you, Mr. Bennett. Was there anything else I can help you with today?

Speaker speaker\_2: Uh, no, sir. That was it.

Speaker speaker\_1: All right. If there's nothing else, Mr. Travis, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_2: Yes, sir. You too.

Speaker speaker\_1: Take care.

Speaker speaker\_2: Bye.