

Transcript: Malcolm

Nash-6136567545937920-5348728608604160

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. Yes. Um, I did have, um, insurance and dental, medical and dental. I think I canceled both of 'em on accident when I was just trying to cancel the dental. All right. What's the title company do you work for? TRC. The last four of your Social? 3107. First name? Courtney. Last name? Ogletree. Security purposes, can you verify your address and date of birth for me? January 7, 1997, 6551 Freer Lane, Apartment 4, Columbus, Georgia 31907. Thank you. So we got a good phone number of 501-517-8207? Yes, sir. And a good email is homes.courtney13@gmail.com? Yes, sir. Yes. You say you accidentally canceled your... Which one? Medical and I was just trying to cancel the dental. That. Okay. You mind if I put you on a brief hold? Yes, sir. Thank you. Hey. You got a second to go ahead and go up? Yeah. Okay. Go ahead and go up then. Yeah. Just lift it up. Wow. Man, these seats really heavy. Yeah. You think it's a good idea? I'm going up there. All right. You got it, man. I don't know where this goes. These two boxes seem largely the same. Are you having been through with anything else? Yes. So unfortunately I wouldn't be able to reinstate your coverage because you canceled it. And at this point- Oh. ... you got... You have to wait until a company open enrollment period, or you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to get enrolled into the coverage. Okay, thank you. No problem, Miss Courtney. Was there anything else I could help you with today? No, sir. Those are all. All right. Well, thanks for calling Benefits in the Car. I hope you have a great rest of your day. Thank 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 Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. Yes. Um, I did have, um, insurance and dental, medical and dental. I think I canceled both of 'em on accident when I was just trying to cancel the dental.

Speaker speaker_1: All right. What's the title company do you work for?

Speaker speaker_2: TRC.

Speaker speaker_1: The last four of your Social?

Speaker speaker_2: 3107.

Speaker speaker_1: First name?

Speaker speaker_2: Courtney.

Speaker speaker_1: Last name?

Speaker speaker_2: Ogletree.

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

Speaker speaker_2: January 7, 1997, 6551 Freer Lane, Apartment 4, Columbus, Georgia 31907.

Speaker speaker_1: Thank you. So we got a good phone number of 501-517-8207?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And a good email is homes.courtney13@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Yes. You say you accidentally canceled your... Which one?

Speaker speaker_2: Medical and I was just trying to cancel the dental. That.

Speaker speaker_1: Okay. You mind if I put you on a brief hold?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you.

Speaker speaker_4: Hey. You got a second to go ahead and go up? Yeah. Okay. Go ahead and go up then. Yeah. Just lift it up. Wow. Man, these seats really heavy. Yeah. You think it's a good idea? I'm going up there. All right.

Speaker speaker_1: You got it, man.

Speaker speaker_4: I don't know where this goes. These two boxes seem largely the same.

Speaker speaker_1: Are you having been through with anything else?

Speaker speaker_2: Yes.

Speaker speaker_1: So unfortunately I wouldn't be able to reinstate your coverage because you canceled it. And at this point-

Speaker speaker_2: Oh.

Speaker speaker_1: ... you got... You have to wait until a company open enrollment period, or you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to get enrolled into the coverage.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem, Miss Courtney. Was there anything else I could help you with today?

Speaker speaker_2: No, sir. Those are all.

Speaker speaker_1: All right. Well, thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker_2: Thank you.