

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and declaratives. This is Malcolm. How can I help you? Hey. Um, I'm calling to cancel my insurance. Say that again, ma'am? I'm calling to cancel my insurance. To cancel your insurance? Mm-hmm. Yes, sir. What staffing company do you work for? I work for MLU. What's the last four of your social? 6305. First name? Denise. Last name? Rapley. R-A-P-P-L-E-Y. Okay. For security purposes, can you verify your address and date of birth for me? March 15, 1980. 3310 Sylvester Drive, Augusta, Georgia, 30906. Thank you. So you want to cancel all your coverage? Yes. All right. I understand the request for that to be canceled. Please be advised it does take one to two weeks for the cancellation process... and it's possible to see deductions within those two weeks, but after two weeks, you shouldn't see anything else. Repeat that. I said, I canceled that for you. Please be advised the cancellation process does take one to two weeks and it's possible to see deductions within those two weeks, but after two weeks, you shouldn't see anything else. All right. Thank you. No problem, Ms. Denise. Was there anything else I can help you with today? No, sir. That'll be it. All right. Thanks for calling Benefits and Decla- I hope you have a great rest of your week. You too. Take care. Bye-bye.

Conversation Format

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

Speaker speaker_1: ... benefits and declaratives. This is Malcolm. How can I help you?

Speaker speaker_2: Hey. Um, I'm calling to cancel my insurance.

Speaker speaker_1: Say that again, ma'am?

Speaker speaker_2: I'm calling to cancel my insurance.

Speaker speaker_1: To cancel your insurance?

Speaker speaker_2: Mm-hmm. Yes, sir.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: I work for MLU.

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

Speaker speaker_2: 6305.

Speaker speaker_1: First name?

Speaker speaker_2: Denise.

Speaker speaker_1: Last name?

Speaker speaker_2: Rapley. R-A-P-P-L-E-Y.

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

Speaker speaker_2: March 15, 1980. 3310 Sylvester Drive, Augusta, Georgia, 30906.

Speaker speaker_1: Thank you. So you want to cancel all your coverage?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I understand the request for that to be canceled. Please be advised it does take one to two weeks for the cancellation process... and it's possible to see deductions within those two weeks, but after two weeks, you shouldn't see anything else.

Speaker speaker_2: Repeat that.

Speaker speaker_1: I said, I canceled that for you. Please be advised the cancellation process does take one to two weeks and it's possible to see deductions within those two weeks, but after two weeks, you shouldn't see anything else.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: No problem, Ms. Denise. Was there anything else I can help you with today?

Speaker speaker_2: No, sir. That'll be it.

Speaker speaker_1: All right. Thanks for calling Benefits and Decla- I hope you have a great rest of your week.

Speaker speaker_2: You too.

Speaker speaker_1: Take care.

Speaker speaker_2: Bye-bye.