

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Hi, Malcolm. My name is Debbie Chandler and I work for Oxford, and, um, I want to keep all my benefits the same except for one. I no longer need the dental. Um, do I go through you to change that? Yes, ma'am. What was your last name? Chandler. C-H-A-N-D-L-E-R. And you used to have a different last name? No. And you say what, Oxford? Yes. C like Charlie. How you spell your first name? Oh, it might be under Deborah. I'm so sorry. D-E-B-O-R-A-H. And what was the last name again? Chandler. C-H-A-N like Nancy D-L-E-R. For security purposes, can you verify your address and date of birth for me? Sure, it's 22655 Chagrin Boulevard, Beachwood, Ohio, and date of birth is 2/12/54. Thank you. You said you, what changes did you say you wanted to make again? I just no longer need the dental. Right. So you just want to drop the dental? Yes, please. Okay. 00:02:08 So you just want the vision and the den- and the life insurance? Yes, please. Okay. All right, I got that changed in the system. Please be advised that it won't take effect until January 6th. Be aware of that. Okay. That's perfect. That's fine. All right. Well, is there anything else I can help you with today- No, thank you, Malcolm. ... Ms. Deborah? No, that's perfect. Thank you so much. You have wonderful holidays. You too, Ms. Deborah. Thank you. Thank you. Bye-bye. 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 a Card. This is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm. My name is Debbie Chandler and I work for Oxford, and, um, I want to keep all my benefits the same except for one. I no longer need the dental. Um, do I go through you to change that?

Speaker speaker_1: Yes, ma'am. What was your last name?

Speaker speaker_2: Chandler. C-H-A-N-D-L-E-R.

Speaker speaker_1: And you used to have a different last name?

Speaker speaker_2: No.

Speaker speaker_1: And you say what, Oxford?

Speaker speaker_2: Yes. C like Charlie.

Speaker speaker_1: How you spell your first name?

Speaker speaker_2: Oh, it might be under Deborah. I'm so sorry. D-E-B-O-R-A-H.

Speaker speaker_1: And what was the last name again?

Speaker speaker_2: Chandler. C-H-A-N like Nancy D-L-E-R.

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

Speaker speaker_2: Sure, it's 22655 Chagrin Boulevard, Beachwood, Ohio, and date of birth is 2/12/54.

Speaker speaker_1: Thank you. You said you, what changes did you say you wanted to make again?

Speaker speaker_2: I just no longer need the dental.

Speaker speaker_1: Right. So you just want to drop the dental?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. 00:02:08So you just want the vision and the den- and the life insurance?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. All right, I got that changed in the system. Please be advised that it won't take effect until January 6th. Be aware of that.

Speaker speaker_2: Okay. That's perfect. That's fine.

Speaker speaker_1: All right. Well, is there anything else I can help you with today-

Speaker speaker_2: No, thank you, Malcolm.

Speaker speaker_1: ... Ms. Deborah?

Speaker speaker_2: No, that's perfect. Thank you so much. You have wonderful holidays.

Speaker speaker_1: You too, Ms. Deborah. Thank you.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Bye.