

## Transcript: Malcolm

**Nash-6388725139030016-4572718409891840**

### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, yes. My name is Gretchen Moody. My husband was just signed up yesterday with Surge and we were told to call this number if we wanted to, um, opt out of the insurance. So is it... Are you opting out on your behalf or his behalf? It'd be on his behalf. Are you on his coverage? Uh, I was on his coverage with, um, with the company he just got laid off from, or... So unfortunately, in order to decline, if you're not on his coverage, you have to be the one to c- call me to do it. Okay. All right. Well, I'll give him the number and tell him he's itched at work so he was wanting me to try to call and get it taken care of. I understand. Uh, for security purposes, we're not allowed to let that happen. Okay. All right. I will let him know. Thank you, and you have a great day. Thank you. How late are y'all there? We're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Okay. So he could call when he gets off of work? Okay. All right. Good deal. Thank you. No problem. You have a great day. You too. Bye-bye. Thank you. Bye.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Uh, yes. My name is Gretchen Moody. My husband was just signed up yesterday with Surge and we were told to call this number if we wanted to, um, opt out of the insurance.

Speaker speaker\_0: So is it... Are you opting out on your behalf or his behalf?

Speaker speaker\_1: It'd be on his behalf.

Speaker speaker\_0: Are you on his coverage?

Speaker speaker\_1: Uh, I was on his coverage with, um, with the company he just got laid off from, or...

Speaker speaker\_0: So unfortunately, in order to decline, if you're not on his coverage, you have to be the one to c- call me to do it.

Speaker speaker\_1: Okay. All right. Well, I'll give him the number and tell him he's itched at work so he was wanting me to try to call and get it taken care of.

Speaker speaker\_0: I understand. Uh, for security purposes, we're not allowed to let that happen.

Speaker speaker\_1: Okay. All right. I will let him know.

Speaker speaker\_0: Thank you, and you have a great day.

Speaker speaker\_1: Thank you. How late are y'all there?

Speaker speaker\_0: We're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker\_1: Okay. So he could call when he gets off of work? Okay. All right. Good deal. Thank you.

Speaker speaker\_0: No problem. You have a great day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Thank you. Bye.