

Transcript: Malcolm

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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? Uh, yeah, hello. How are you doing today? I'm doing good, man. How about you? Uh, yeah, I'm doing good. Um, I just received in the mail, um... I work with a temp agency, um, I think they sent me a, um, benefits card. I would like to, like, you know, cancel that because I'm, I'm still under the name of my father and I just don't need the benefits right now at the moment. So, I was just wondering if I could, you know, cancel this because they did mention to me that they were gonna charge me. So, um- Yeah. ... I just don't need the- Who's that? Who's that? Who are you with? I'm with Search. Search Staffing. What's the last four of your Social? 3979. First name? Emmanuel. Last name? Diaz. For security purposes, can you verify your address and date of birth for me? Yes. Um, address is 2102 East Owens Avenue. Date of birth, 07/01/1999. Thank you. You said you just want to cancel the coverage, correct? Yeah. Just cancel the, the, the benefits at the moment and I just don't need it right now. I'll get that canceled for you. Please be advised the cancellation process does take one to two weeks and it's possible for your benefits within those two weeks, but after two weeks you shouldn't see anything else. Yeah. Okay. All right. Well, is there anything else I can help you with today, Mr. Diaz? No, that'll be it. Thank you. No problem. Thanks for calling Benefits in the Card. All right. Have a great weekend, man. Uh, you too, as well. Thank you, man. Thank you. All right. 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 the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, yeah, hello. How are you doing today?

Speaker speaker_1: I'm doing good, man. How about you?

Speaker speaker_2: Uh, yeah, I'm doing good. Um, I just received in the mail, um... I work with a temp agency, um, I think they sent me a, um, benefits card. I would like to, like, you know, cancel that because I'm, I'm still under the name of my father and I just don't need the benefits right now at the moment. So, I was just wondering if I could, you know, cancel this because they did mention to me that they were gonna charge me. So, um-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... I just don't need the-

Speaker speaker_1: Who's that? Who's that? Who are you with?

Speaker speaker_2: I'm with Search. Search Staffing.

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

Speaker speaker_2: 3979.

Speaker speaker_1: First name?

Speaker speaker_2: Emmanuel.

Speaker speaker_1: Last name?

Speaker speaker_2: Diaz.

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

Speaker speaker_2: Yes. Um, address is 2102 East Owens Avenue. Date of birth, 07/01/1999.

Speaker speaker_1: Thank you. You said you just want to cancel the coverage, correct?

Speaker speaker_2: Yeah. Just cancel the, the, the benefits at the moment and I just don't need it right now.

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

Speaker speaker_2: Yeah. Okay.

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

Speaker speaker_2: No, that'll be it. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Card.

Speaker speaker_2: All right.

Speaker speaker_1: Have a great weekend, man.

Speaker speaker_2: Uh, you too, as well. Thank you, man.

Speaker speaker_1: Thank you. All right.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye.