

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits Center Card. This is Malcolm, how can I help you? Hey, this Demarcus Davis. Um, I'm just calling 'cause I'm trying to, um, drop my insurance. How do you spell your first name? D-M-A-R-C-U-S. Say that one more time for me? D-M-A-R-C-U-S. Last name? Davis. D-A-V-I-S. Last four of your Social? 1033. All right, and for security purposes, can you verify your address and date of birth for me? 219 Ader Street, August the 3rd, 1996. Yes, and we got your phone number as 769-444-6001. Yes, sir. And your email is demarcus453@gmail.com? Yes, sir. All right, so you want to cancel all your coverage? Yes, sir. All right. So I got that canceled for you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else. I don't want you to cancel the, um, the dental insurance. It's the only change I wanted to cancel, my bad. All right, give me one moment, I have to correct that. So you don't want it to cancel the dental, but everything else? Yeah, everything else. So the changes will take one to two weeks. It is possible to see deductions at a regular 45, uh, give me one moment. Just let me load it. See what the difference is gonna be. All right. So it is possible to see deductions up to \$40.07, but after two weeks you should see the new total of \$5.40. You said what, sir? So, I just put in those, the request for your changes to be made. It'll take one to two weeks for the changes to happen. It is possible to see deductions up to \$40.07 for two more weeks, but after two weeks you should see the new total of \$5.40. Okay. All right, was there anything else I could help you with today, Mr. Davis? No, sir. All right, if there's nothing else, thanks for calling Benefits Center Card. I hope you have a great rest of your week. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits Center Card. This is Malcolm, how can I help you?

Speaker speaker\_1: Hey, this Demarcus Davis. Um, I'm just calling 'cause I'm trying to, um, drop my insurance.

Speaker speaker\_0: How do you spell your first name?

Speaker speaker\_1: D-M-A-R-C-U-S.

Speaker speaker\_0: Say that one more time for me?

Speaker speaker\_1: D-M-A-R-C-U-S.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Davis. D-A-V-I-S.

Speaker speaker\_0: Last four of your Social?

Speaker speaker\_1: 1033.

Speaker speaker\_0: All right, and for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 219 Ader Street, August the 3rd, 1996.

Speaker speaker\_0: Yes, and we got your phone number as 769-444-6001.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And your email is demarcus453@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right, so you want to cancel all your coverage?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. So I got that canceled for you. Please be advised the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker\_1: I don't want you to cancel the, um, the dental insurance. It's the only change I wanted to cancel, my bad.

Speaker speaker\_0: All right, give me one moment, I have to correct that. So you don't want it to cancel the dental, but everything else?

Speaker speaker\_1: Yeah, everything else.

Speaker speaker\_0: So the changes will take one to two weeks. It is possible to see deductions at a regular 45, uh, give me one moment. Just let me load it. See what the difference is gonna be. All right. So it is possible to see deductions up to \$40.07, but after two weeks you should see the new total of \$5.40.

Speaker speaker\_1: You said what, sir?

Speaker speaker\_0: So, I just put in those, the request for your changes to be made. It'll take one to two weeks for the changes to happen. It is possible to see deductions up to \$40.07 for two more weeks, but after two weeks you should see the new total of \$5.40.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, was there anything else I could help you with today, Mr. Davis?

Speaker speaker\_1: No, sir.

Speaker speaker\_0: All right, if there's nothing else, thanks for calling Benefits Center Card. I hope you have a great rest of your week.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.