

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Um, yeah, I need to see about canceling my insurance, um, but m- maybe just keeping my dental. Okay, what staffing company do you work for? Do what now? What staffing company do you work for? Uh, HSS. The last four of your social? 2335. You said 2335? Yes. First name? Rebecca. All right. With security purposes, can you verify your address and date of birth for me? My birthday is tw-, uh, 10/31/73 . And my address is 12482 Jim Ramsey Road, Vancleave, Mississippi 39565. Thank you. So we got your phone number at 870-606-, uh, 96? Yes. And your email is oktob3rr4in@icloud.com? O-K-T-O-B-3-R-R-4-I-N@icloud, yes. Yep. All right, so you say you want to cancel everything but the dental? Yes. Go ahead. Because I have marketplace insurance, and right now all this is killing me financially . All right, so everything dropped but the dental. Your total will be \$3.38. It does take one to two weeks for those changes to happen, and it's still possible to see deductions under 6929, but after two weeks you should see the, the dental for only \$3.38. Okay. Um, i- is there some kind of information, like a, a card or something that I can get sent to me- For the dental? ... by email? Huh? For the dental? Yes. Yes, ma'am, you should have received your ID card now. Have you... By now. Have you not received it? No, I haven't. I haven't received anything. Are you living in a home or an apartment? I live in a house. Okay. I haven't received anything. Can you put your mom put you on brief hold while I get that card for you? Sure. So do you just want your dental card or you want all your cards? Uh, just, just the dental. All right. And whatever information I can get. All right. Let me put you on brief hold while I get that for you. Okay. Thank you. Mm-hmm. Hello? Hey, le- Hey, this is 978- Hi, Ms. Rebecca? Yes. All right, so I just sent you your ID, a dental card, and I sent you the benefits guide. Okay. All right. Well, was there anything else I can help you with today, Ms. Rebecca? Uh, no, that's it. All right, there's nothing else. Thanks for calling Benefits in the Car. Don't... Hope you have a great rest of your week. All right. Thank you. You, too. Thank you. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Um, yeah, I need to see about canceling my insurance, um, but m-maybe just keeping my dental.

Speaker speaker_0: Okay, what staffing company do you work for?

Speaker speaker_1: Do what now?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, HSS.

Speaker speaker_0: The last four of your social?

Speaker speaker_1: 2335.

Speaker speaker_0: You said 2335?

Speaker speaker_1: Yes.

Speaker speaker_0: First name?

Speaker speaker_1: Rebecca.

Speaker speaker_0: All right. With security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: My birthday is tw-, uh, 10/31/73 . And my address is 12482 Jim Ramsey Road, Vancleave, Mississippi 39565.

Speaker speaker_0: Thank you. So we got your phone number at 870-606-, uh, 96?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is oktob3rr4in@icloud.com?

Speaker speaker_1: O-K-T-O-B-3-R-R-4-I-N@icloud, yes.

Speaker speaker_0: Yep. All right, so you say you want to cancel everything but the dental?

Speaker speaker_1: Yes.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Because I have marketplace insurance, and right now all this is killing me financially .

Speaker speaker_0: All right, so everything dropped but the dental. Your total will be \$3.38. It does take one to two weeks for those changes to happen, and it's still possible to see deductions under 6929, but after two weeks you should see the, the dental for only \$3.38.

Speaker speaker_1: Okay. Um, i- is there some kind of information, like a, a card or something that I can get sent to me-

Speaker speaker_0: For the dental?

Speaker speaker_1: ... by email? Huh?

Speaker speaker_0: For the dental?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes, ma'am, you should have received your ID card now. Have you... By now. Have you not received it?

Speaker speaker_1: No, I haven't. I haven't received anything.

Speaker speaker_0: Are you living in a home or an apartment?

Speaker speaker_1: I live in a house.

Speaker speaker_0: Okay.

Speaker speaker_1: I haven't received anything.

Speaker speaker_0: Can you put your mom put you on brief hold while I get that card for you?

Speaker speaker_1: Sure.

Speaker speaker_0: So do you just want your dental card or you want all your cards?

Speaker speaker_1: Uh, just, just the dental.

Speaker speaker_0: All right.

Speaker speaker_1: And whatever information I can get.

Speaker speaker_0: All right. Let me put you on brief hold while I get that for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm. Hello? Hey, le-

Speaker speaker_3: Hey, this is 978-

Speaker speaker_0: Hi, Ms. Rebecca?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so I just sent you your ID, a dental card, and I sent you the benefits guide.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Ms. Rebecca?

Speaker speaker_1: Uh, no, that's it.

Speaker speaker_0: All right, there's nothing else. Thanks for calling Benefits in the Car. Don't... Hope you have a great rest of your week.

Speaker speaker_1: All right. Thank you. You, too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm. Bye.