Transcript: Malcolm Nash-6479896364761088-6021881052315648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and the card. This is Malcolm. How can I help you? Oh, hi, Matt. I'm calling to cancel my coverage. Um, I am with Oxford. What's the last four of your Social? What's the last four of your Social, sir? Hello? Yeah, can you hear me? What's the last four of your Social? Six, two, two, five. First name? A-l-m-a. Last name? J-a-l-m-a. All right. For security purposes, can you verify your address and date of birth for me? Um, 345 East 93rd Street, New York, 10128. Um, 110271. Okay, now, could you say that address one more time for me? 345 East 93rd Street, 23b 110171. For some reason, we can't... I can't hear you, sir. You're breaking up every time you say the address. Uh, I am traveling, so I'm in transit. So- Okay. Did you get that? No, sir. 345 East 93rd Street. I got the first part, the 345 East 93rd Street. Okay. And then it's New York, New York. 10128 zip code. Thank you. Can I get your phone number? Nine... I mean, 6468. Mm-hmm. 4929281. And the email is alma.khandeli@gmail.com. At gmail. Yeah. Uh, and you say you want to cancel your coverage? I am, starting January 1st. So you want to cancel all your coverage? I'm canceling only the insur- health insurance. There are two different ones. So you want to... So just to confirm, you want to cancel your health insurance, correct? That's it. Yes. Okay. So 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. Okay. Yeah. Let's, let's start it immediately then. Thank you. All right. Well, was there anything else I could help you with today, Mr. Alma? No, that'll do it. Thank you so much. No problem. Thanks for calling Benefits and the Card. Hope you have a great weekend. Thanks. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... benefits and the card. This is Malcolm. How can I help you?

Speaker speaker_2: Oh, hi, Matt. I'm calling to cancel my coverage. Um, I am with Oxford.

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

Speaker speaker_2: Yeah, can you hear me?

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

Speaker speaker_2: Six, two, two, five.

Speaker speaker_1: First name?

Speaker speaker_2: A-l-m-a.

Speaker speaker_1: Last name?

Speaker speaker_2: J-a-l-m-a.

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

Speaker speaker_2: Um, 345 East 93rd Street, New York, 10128. Um, 110271.

Speaker speaker_1: Okay, now, could you say that address one more time for me?

Speaker speaker_2: 345 East 93rd Street, 23b 110171.

Speaker speaker_1: For some reason, we can't... I can't hear you, sir. You're breaking up every time you say the address.

Speaker speaker_2: Uh, I am traveling, so I'm in transit. So-

Speaker speaker_1: Okay.

Speaker speaker_2: Did you get that?

Speaker speaker_1: No, sir.

Speaker speaker_2: 345 East 93rd Street.

Speaker speaker_1: I got the first part, the 345 East 93rd Street.

Speaker speaker_2: Okay. And then it's New York, New York. 10128 zip code.

Speaker speaker_1: Thank you. Can I get your phone number? Nine... I mean, 6468.

Speaker speaker_2: Mm-hmm. 4929281.

Speaker speaker_1: And the email is alma.khandeli@gmail.com.

Speaker speaker_2: At gmail. Yeah.

Speaker speaker_1: Uh, and you say you want to cancel your coverage?

Speaker speaker_2: I am, starting January 1st.

Speaker speaker_1: So you want to cancel all your coverage?

Speaker speaker_2: I'm canceling only the insur- health insurance. There are two different ones.

Speaker speaker_1: So you want to... So just to confirm, you want to cancel your health insurance, correct?

Speaker speaker_2: That's it. Yes.

Speaker speaker_1: Okay. So 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_2: Okay. Yeah. Let's, let's start it immediately then. Thank you.

Speaker speaker_1: All right. Well, was there anything else I could help you with today, Mr. Alma?

Speaker speaker_2: No, that'll do it. Thank you so much.

Speaker speaker_1: No problem. Thanks for calling Benefits and the Card. Hope you have a great weekend.

Speaker speaker_2: Thanks. Bye.