

## **Transcript: Malcolm**

**Nash-6506614636986368-5157916506112000**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... just called Benefits in a Card. This is Malcolm, how can I help you? Yes, Malcolm. Uh, my name's John Clamp. I'm, um, I wanted to call and, um, cancel, um, benefits that I've got through you guys, or at least the medical, dental and vision part of it. And if I can keep the others, I wanna keep the others. Okay, what staffing company do you work for? Uh, MAU. What are your social security number? I'm sorry. Oh, social- And the last- ... is 249- And then the last four. 33... Oh, 0887. First name? John. Last name? Clamp. Like in clamp down on something. Yes, sir. For security purposes, can you verify your address and date of birth for me? 138 Lifestyle Lane, Anderson, South Carolina, 29621, 10/21/69. Yeah, so we got your phone number, 864-630-7321? That is correct. And we got email at johnclamp1969@gmail.com? That's, that's it. Okay. So what plans did you want to drop? Um, the medical part, the vision and the dental. So what all did you want to keep? The group accident, short-term disability? Yes. The I- so you wanna keep the ID experts, the MUC enhanced, the life insurance- Yeah. Yes. ... short-term disability and the group accident and the critical illness? Yes. But you wanna drop dental, vision- And medical. And medical? Okay, so you don't want- Yes. ... the MUC enhanced? No, no, no, I do not. Okay. So ID experts, life insurance, critical illness, short-term disability. Okay. Should... I think it's gonna save me around \$30 a week. Right. So all you want to be enrolled into is the short-term disability, the life insurance, the critical illness, group accident and the ID experts, correct? Correct. Okay. So your new total should be 12.70, uh, \$12.71. Please be advised- It does. ... it does take one, one to two weeks for the changes to happen and it's possible to see the regular deductions of the \$41.50. But after two weeks, you should see- Oh. ... the new total of the \$12.71. Okay. All right. Sounds good. All right. Well, was there anything else I can help you with today, Mr. Clamp? No, that'll take care of it. I appreciate it. No problem. Thanks for calling Benefits in a Card. Hope you have a great holiday. You do the same as well. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... just called Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker\_2: Yes, Malcolm. Uh, my name's John Clamp. I'm, um, I wanted to call and, um, cancel, um, benefits that I've got through you guys, or at least the medical, dental and vision part of it. And if I can keep the others, I wanna keep the others.

Speaker speaker\_1: Okay, what staffing company do you work for?

Speaker speaker\_2: Uh, MAU.

Speaker speaker\_1: What are your social security number?

Speaker speaker\_2: I'm sorry. Oh, social-

Speaker speaker\_1: And the last-

Speaker speaker\_2: ... is 249-

Speaker speaker\_1: And then the last four.

Speaker speaker\_2: 33... Oh, 0887.

Speaker speaker\_1: First name?

Speaker speaker\_2: John.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Clamp. Like in clamp down on something.

Speaker speaker\_1: Yes, sir. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 138 Lifestyle Lane, Anderson, South Carolina, 29621, 10/21/69.

Speaker speaker\_1: Yeah, so we got your phone number, 864-630-7321?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: And we got email at johncclamp1969@gmail.com?

Speaker speaker\_2: That's, that's it.

Speaker speaker\_1: Okay. So what plans did you want to drop?

Speaker speaker\_2: Um, the medical part, the vision and the dental.

Speaker speaker\_1: So what all did you want to keep? The group accident, short-term disability?

Speaker speaker\_2: Yes.

Speaker speaker\_1: The I- so you wanna keep the ID experts, the MUC enhanced, the life insurance-

Speaker speaker\_2: Yeah. Yes.

Speaker speaker\_1: ... short-term disability and the group accident and the critical illness?

Speaker speaker\_2: Yes.

Speaker speaker\_1: But you wanna drop dental, vision-

Speaker speaker\_2: And medical.

Speaker speaker\_1: And medical? Okay, so you don't want-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... the MUC enhanced?

Speaker speaker\_2: No, no, no, I do not.

Speaker speaker\_1: Okay. So ID experts, life insurance, critical illness, short-term disability. Okay.

Speaker speaker\_2: Should... I think it's gonna save me around \$30 a week.

Speaker speaker\_1: Right. So all you want to be enrolled into is the short-term disability, the life insurance, the critical illness, group accident and the ID experts, correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. So your new total should be 12.70, uh, \$12.71. Please be advised-

Speaker speaker\_2: It does.

Speaker speaker\_1: ... it does take one, one to two weeks for the changes to happen and it's possible to see the regular deductions of the \$41.50. But after two weeks, you should see-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... the new total of the \$12.71.

Speaker speaker\_2: Okay. All right. Sounds good.

Speaker speaker\_1: All right. Well, was there anything else I can help you with today, Mr. Clamp?

Speaker speaker\_2: No, that'll take care of it. I appreciate it.

Speaker speaker\_1: No problem. Thanks for calling Benefits in a Card. Hope you have a great holiday.

Speaker speaker\_2: You do the same as well.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Bye-bye.