Transcript: Malcolm Nash-6552277680603136-4724635415298048

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Uh, I was calling to make sure that, um, my insurance with Benefits in a Card had been canceled. What staffing company do you work for? I'm sorry? What staffing company do you work for? Previously it was HG Staffing. What's the last four of your Social? 0512. First name? Jamison, J-A-M-I-S-O-N. Last name? Smith. All right. For security purposes can you verify your address and date of birth for me? 1909 Precinct Street and the date of birth is 12/03/03. I need to see the zip code as well. Oh sorry, 42101 and the city is, um, sorry, Bowling Green, Kentucky. Thank you. All right, so it looks like your coverage ended on 11/10/24. Okay. All right, that's all, all I needed to know. Thank you. No problem, Mr. Smith. Was there anything else I could help you with today? No, sir. Thank you. No problem, thanks for calling Benefits in a Card. I hope you have a great rest of your week. All right, you too. Thank you. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_2: Uh, I was calling to make sure that, um, my insurance with Benefits in a Card had been canceled.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Previously it was HG Staffing.

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

Speaker speaker_2: 0512.

Speaker speaker_1: First name?

Speaker speaker_2: Jamison, J-A-M-I-S-O-N.

Speaker speaker_1: Last name?

Speaker speaker_2: Smith.

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

Speaker speaker_2: 1909 Precinct Street and the date of birth is 12/03/03.

Speaker speaker_1: I need to see the zip code as well.

Speaker speaker_2: Oh sorry, 42101 and the city is, um, sorry, Bowling Green, Kentucky.

Speaker speaker_1: Thank you. All right, so it looks like your coverage ended on 11/10/24.

Speaker speaker_2: Okay. All right, that's all, all I needed to know. Thank you.

Speaker speaker_1: No problem, Mr. Smith. Was there anything else I could help you with today?

Speaker speaker_2: No, sir. Thank you.

Speaker speaker_1: No problem, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: All right, you too. Thank you.

Speaker speaker_1: Thank you.