

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Hi, good morning. Um, I'm calling because I would like to opt out of coverage. How can I go about that? What staff, what staff and company do you work for? Um... DGSS. You said DGS? DG. Yes, so they don't, they don't auto-enroll. So are, are you wanting to cancel your coverage? Yes. Okay. What's the last four of your social? 6648. First name? Nelson. Last name? Martinez. All right, for security purposes, can you verify your address and date of birth for me? Uh, 2025 McLeod Avenue, Reno, Nevada 89512. And my birthday is 11-21-1972. Thank you. Do you want to cancel all your coverage? Yeah. Yes. Yes, please. All right, I got that canceled for you. Please be advised the cancellation process does take one to two weeks, but it's possible to see deductions within those two weeks. After two weeks, you shouldn't see anything else. Okay. All right. Well, is there anything else I can help you with today, Mr. Nelson? No, that's all. Thank you very much. No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your week. Thanks. You too. Bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Um, I'm calling because I would like to opt out of coverage. How can I go about that?

Speaker speaker_0: What staff, what staff and company do you work for?

Speaker speaker_1: Um... DGSS.

Speaker speaker_0: You said DGS?

Speaker speaker_1: DG.

Speaker speaker_0: Yes, so they don't, they don't auto-enroll. So are, are you wanting to cancel your coverage?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What's the last four of your social?

Speaker speaker_1: 6648.

Speaker speaker_0: First name?

Speaker speaker_1: Nelson.

Speaker speaker_0: Last name?

Speaker speaker_1: Martinez.

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

Speaker speaker_1: Uh, 2025 McLeod Avenue, Reno, Nevada 89512. And my birthday is 11-21-1972.

Speaker speaker_0: Thank you. Do you want to cancel all your coverage?

Speaker speaker_1: Yeah. Yes. Yes, please.

Speaker speaker_0: All right, I got that canceled for you. Please be advised the cancellation process does take one to two weeks, but it's possible to see deductions within those two weeks. After two weeks, you shouldn't see anything else.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Mr. Nelson?

Speaker speaker_1: No, that's all. Thank you very much.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your week.

Speaker speaker_1: Thanks. You too. Bye.

Speaker speaker_0: Thank you. Bye.