

Transcript: Malcolm

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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, hi. Yes, um, I was wondering if I could, uh, cancel my health benefits because I've now got another job and gone with a different provider, yes. What type of company do you work for? Um, well, at the time it was for Partners Personnel. So last four of your social? Uh, 7808. First name? Luke. Last name? Vander Vliet. Okay. For security purposes, can you verify your address and date of birth for me? Uh, yes. Uh, address is 6242 Warner Avenue, Apartment 17A in Huntington Beach, 92647. And my date of birth is June 12th, 1999. Thank you. So sir, it looks like your coverage ended back in November on 11/24/24. Okay, that's good because I had received a letter in the mail and saying like about my health benefits, and then I logged in on the website and it still said three of my policies were active. Mm-hmm. And I'm not sure why like they sh- uh, because, um, like wouldn't it be canceled? Um... Yes, sir. On our end it shows your coverage ended on 11/24/24. Oh, okay. Perfect. So I don't need to worry about anything then? No, sir. If you're no longer with that company, there's no way for them to take deductions out. So you would not have active coverage. Okay, perfect. Okay. Sweet. I just wanted to make sure. No, thank you so much then. No problem, Mr. Luke. Was there anything else I can help you with today? Uh, that was everything. Awesome. Thanks for making everything easier. Sweet. Thank you. No problem, man. No problem. Happy New Years. Thanks for calling Benefits in a Card. All right. See you. Bye. Bye.

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, hi. Yes, um, I was wondering if I could, uh, cancel my health benefits because I've now got another job and gone with a different provider, yes.

Speaker speaker_1: What type of company do you work for?

Speaker speaker_2: Um, well, at the time it was for Partners Personnel.

Speaker speaker_1: So last four of your social?

Speaker speaker_2: Uh, 7808.

Speaker speaker_1: First name?

Speaker speaker_2: Luke.

Speaker speaker_1: Last name?

Speaker speaker_2: Vander Vliet.

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

Speaker speaker_2: Uh, yes. Uh, address is 6242 Warner Avenue, Apartment 17A in Huntington Beach, 92647. And my date of birth is June 12th, 1999.

Speaker speaker_1: Thank you. So sir, it looks like your coverage ended back in November on 11/24/24.

Speaker speaker_2: Okay, that's good because I had received a letter in the mail and saying like about my health benefits, and then I logged in on the website and it still said three of my policies were active.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I'm not sure why like they sh- uh, because, um, like wouldn't it be canceled? Um...

Speaker speaker_1: Yes, sir. On our end it shows your coverage ended on 11/24/24.

Speaker speaker_2: Oh, okay. Perfect. So I don't need to worry about anything then?

Speaker speaker_1: No, sir. If you're no longer with that company, there's no way for them to take deductions out. So you would not have active coverage.

Speaker speaker_2: Okay, perfect. Okay. Sweet. I just wanted to make sure. No, thank you so much then.

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

Speaker speaker_2: Uh, that was everything. Awesome. Thanks for making everything easier. Sweet. Thank you.

Speaker speaker_1: No problem, man. No problem. Happy New Years. Thanks for calling Benefits in a Card.

Speaker speaker_2: All right. See you. Bye.

Speaker speaker_1: Bye.