

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, this is Benefits in the Car. How can I help you? Hi. Is this Benefits in the Car? Yes, ma'am. I need to cancel my, um, plan. What staff company do you work for? In, uh, what, what is this? NAU. What's the last four of your Social? 7995. First name? Keshonda. Last name? Gardner-Michellum. For security purposes, can you verify your address and date of birth for me? 231 Blazer Drive, Huntsville, Alabama, 36303, 5771. And your date of birth? 05/07/71. Yes. Do you want to cancel all your coverage? I- I'm want to keep my life insurance and I want to keep the short plan. I want to cancel medical, dental, and vision. Uh, I want to keep everything else, medical, dental and vision. So you want to keep the behavior health, the ID experts, the group accident, the critical illness, the life insurance and the short term disability? Yeah. Yes. I'm sorry. Yeah. Miss, those changes made, your total will go down to \$14.21. Do you authorize your employer to make these deductions? Yes. Just that \$14. All right, please be advised the changes do take one to two weeks to happen. You may possibly see deductions of up to \$43 within those two weeks, but after two weeks you'll see the new total at \$14.21. I still gonna have coverage until they take, stop taking it out, right? Of course. Okay, that's fine. All right. Well, is there anything else I can help you with today, Miss Gardner? That, that was it. Thank you so much. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, this is Benefits in the Car. How can I help you?

Speaker speaker_2: Hi. Is this Benefits in the Car?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: I need to cancel my, um, plan.

Speaker speaker_1: What staff company do you work for?

Speaker speaker_2: In, uh, what, what is this? NAU.

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

Speaker speaker_2: 7995.

Speaker speaker_1: First name?

Speaker speaker_2: Keshonda.

Speaker speaker_1: Last name?

Speaker speaker_2: Gardner-Michellum.

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

Speaker speaker_2: 231 Blazer Drive, Huntsville, Alabama, 36303, 5771.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 05/07/71.

Speaker speaker_1: Yes. Do you want to cancel all your coverage?

Speaker speaker_2: I- I'm want to keep my life insurance and I want to keep the short plan. I want to cancel medical, dental, and vision. Uh, I want to keep everything else, medical, dental and vision.

Speaker speaker_1: So you want to keep the behavior health, the ID experts, the group accident, the critical illness, the life insurance and the short term disability?

Speaker speaker_2: Yeah. Yes. I'm sorry. Yeah.

Speaker speaker_1: Miss, those changes made, your total will go down to \$14.21. Do you authorize your employer to make these deductions?

Speaker speaker_2: Yes. Just that \$14.

Speaker speaker_1: All right, please be advised the changes do take one to two weeks to happen. You may possibly see deductions of up to \$43 within those two weeks, but after two weeks you'll see the new total at \$14.21.

Speaker speaker_2: I still gonna have coverage until they take, stop taking it out, right?

Speaker speaker_1: Of course.

Speaker speaker_2: Okay, that's fine.

Speaker speaker_1: All right. Well, is there anything else I can help you with today, Miss Gardner?

Speaker speaker_2: That, that was it. Thank you so much.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.