

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling... . My name is Stephanie. How can I assist you? Uh, yes, I am currently enrolled, uh, on the benefits and a card, and I need to, uh, remove my dental plan from that for the upcoming year. Okay. Um, what agency are you with? Uh, Oxford Global Resources. And then what are the last four of your Social? Um, 0211. For security purposes, could you please verify your address as well as your date of birth for me? Uh, my address is 10022 Via Columba Circle, Fort Myers, Florida. Uh, and what'd you say date of birth? 5-14-64? Yeah, 8- Is your phone number still the same, the 314-306-4228? Uh, yes. And then I have vagutrain1@gmail.com. Is that up to date? Uh, yes. Okay. And then you said that you just wanted to cancel your dental plan? Uh, yes. That should just leave me with, um, the, I think a disability and vision. Correct. Okay, let me get that. All right. Sorry, my system's kinda slow. Okay. I went ahead and took your dental plan off. You still may experience- Okay. ... one or two deductions with that dental plan, um, but it shouldn't- Oh. ... cost you, okay? Okay, great. Thank you very much. You're welcome. Have a nice day. Hmm. Uh- Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling... . My name is Stephanie. How can I assist you?

Speaker speaker_2: Uh, yes, I am currently enrolled, uh, on the benefits and a card, and I need to, uh, remove my dental plan from that for the upcoming year.

Speaker speaker_1: Okay. Um, what agency are you with?

Speaker speaker_2: Uh, Oxford Global Resources.

Speaker speaker_1: And then what are the last four of your Social?

Speaker speaker_2: Um, 0211.

Speaker speaker_1: For security purposes, could you please verify your address as well as your date of birth for me?

Speaker speaker_2: Uh, my address is 10022 Via Columba Circle, Fort Myers, Florida. Uh, and what'd you say date of birth? 5-14-64?

Speaker speaker_1: Yeah, 8-

Speaker speaker_3: Is your phone number still the same, the 314-306-4228?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: And then I have vagutrain1@gmail.com. Is that up to date?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay. And then you said that you just wanted to cancel your dental plan?

Speaker speaker_2: Uh, yes. That should just leave me with, um, the, I think a disability and vision.

Speaker speaker_1: Correct. Okay, let me get that.

Speaker speaker_2: All right.

Speaker speaker_1: Sorry, my system's kinda slow. Okay. I went ahead and took your dental plan off. You still may experience-

Speaker speaker_2: Okay.

Speaker speaker_1: ... one or two deductions with that dental plan, um, but it shouldn't-

Speaker speaker_2: Oh.

Speaker speaker_1: ... cost you, okay?

Speaker speaker_2: Okay, great. Thank you very much.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: Hmm. Uh- Bye-bye.

Speaker speaker_1: Bye.