

## **Transcript: Pamela**

**Blanc-4554836450787328-5713859522904064**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for choosing Benefits Center Card, this is Sandra speaking. How may I help you? Hi, good morning. How are you? Good morning. How are you doing, sir? I'm peachy. Um, I need to cancel my plan, if possible. I never enrolled in it, so I'm not sure why I was signed into it, or signed up through it. What's the staffing agency you work for, sir? Uh, Surge Staffing. May I have the last four digits of your Social? 7609. Your first and last name? Aaron Kenkoff. One second. Aaron... And you said the last four is 6609? 7609. Oh, 76... I'm sorry. Give me one more second. Mm-hmm. All right. Mr. Kenkoff, for, for security reasons, just to make sure we are in the correct file, I need to verify the complete address available. Okay. It's, uh, 3900 Wetzel Avenue. That's Cleveland, Ohio 44109. All right. Thank you. We have a telephone number, 50216 570-6380. Correct. Okay. Uh, then we have an email, 3me20777@gro, prontomail.com. Correct. All right. All right . I could request a cancellation. The process does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Is there anything else I could do for you, sir? No, that's fine. All right, thank you for giving us a call. Have a great rest of the day. You too. Buh-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for choosing Benefits Center Card, this is Sandra speaking. How may I help you?

Speaker speaker\_2: Hi, good morning. How are you?

Speaker speaker\_1: Good morning. How are you doing, sir?

Speaker speaker\_2: I'm peachy. Um, I need to cancel my plan, if possible. I never enrolled in it, so I'm not sure why I was signed into it, or signed up through it.

Speaker speaker\_1: What's the staffing agency you work for, sir?

Speaker speaker\_2: Uh, Surge Staffing.

Speaker speaker\_1: May I have the last four digits of your Social?

Speaker speaker\_2: 7609.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Aaron Kenkoff.

Speaker speaker\_1: One second. Aaron... And you said the last four is 6609?

Speaker speaker\_2: 7609.

Speaker speaker\_1: Oh, 76... I'm sorry. Give me one more second.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: All right. Mr. Kenkoff, for, for security reasons, just to make sure we are in the correct file, I need to verify the complete address available.

Speaker speaker\_2: Okay. It's, uh, 3900 Wetzel Avenue. That's Cleveland, Ohio 44109.

Speaker speaker\_1: All right. Thank you. We have a telephone number, 50216 570-6380.

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Uh, then we have an email, 3me20777@gro, prontomail.com.

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. All right . I could request a cancellation. The process does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Is there anything else I could do for you, sir?

Speaker speaker\_2: No, that's fine.

Speaker speaker\_1: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: You too. Buh-bye.