

Transcript: Pamela

Blanc-4596730173112320-6652866594390016

Full Transcript

Yeah. Calling benefits for . Don't call in before 9:00 AM. Of course. Hey. Um, I'm calling to cancel my, uh, benefits. My insurance stuff. And who do you work for? Um, I work with MAU. The last four digits of your Social, ma'am. Five, four, nine, six. First and last name? CG Coleman. Miss Coleman, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. It's three s- three, 17 Gray Street in Travelers Rest, South Carolina, two, nine, six, nine, oh, and my date of birth is 7/30/83. Thank you for the information. Let's see. We have a phone number on file, 864-518-2242. Yes, that's correct. Would you like to cancel everything or just file... ma'am? Uh, yeah, cancel everything. Okay. Bear with me. Okay. Okay, Miss Coleman, the process of the cancellation, it take one to two weeks for all changes to be processed. You might experience one or two deductions before it completely cancel. Okay. All right, anything else I could do for you? Um, no, that'd be all. Thank you. All right, thank you for giving us a call. Have a great rest of this day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Yeah.

Speaker speaker_1: Calling benefits for .

Speaker speaker_0: Don't call in before 9:00 AM. Of course.

Speaker speaker_2: Hey. Um, I'm calling to cancel my, uh, benefits. My insurance stuff.

Speaker speaker_1: And who do you work for?

Speaker speaker_2: Um, I work with MAU.

Speaker speaker_1: The last four digits of your Social, ma'am.

Speaker speaker_2: Five, four, nine, six.

Speaker speaker_1: First and last name?

Speaker speaker_2: CG Coleman.

Speaker speaker_1: Miss Coleman, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: Okay. It's three s- three, 17 Gray Street in Travelers Rest, South Carolina, two, nine, six, nine, oh, and my date of birth is 7/30/83.

Speaker speaker_1: Thank you for the information. Let's see. We have a phone number on file, 864-518-2242.

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: Would you like to cancel everything or just file... ma'am?

Speaker speaker_2: Uh, yeah, cancel everything.

Speaker speaker_1: Okay. Bear with me.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, Miss Coleman, the process of the cancellation, it take one to two weeks for all changes to be processed. You might experience one or two deductions before it completely cancel.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, anything else I could do for you?

Speaker speaker_2: Um, no, that'd be all. Thank you.

Speaker speaker_1: All right, thank you for giving us a call. Have a great rest of this day.

Speaker speaker_2: You too. Bye-bye.