

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Um, hi. I was calling to cancel my benefits. Who you call... Who do you work with? Uh, WDP. Or WSI- Hello? Sorry. W... Oh, it's, okay. Um, and the last four digits of your social? 2094. Your first and last name? First name is Juan, last name Hatienda. Give me one second. Mr. Hatienda, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Date of birth 05-11-98. Address is 52535 North Point Drive, Madeline, Michigan 49071. Okay. Thank you for your information. We have a phone number on file, 618-406-7784. And your email is your first name.last name22 at gmail? Yeah. So I could request the cancellation. It does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Okay. Right. Is there anything else I could do for you, sir? Uh, no, that's it. Just wanted to cancel them. All right, thank you for giving us a call. Have a great rest of the day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Um, hi. I was calling to cancel my benefits.

Speaker speaker_0: Who you call... Who do you work with?

Speaker speaker_1: Uh, WDP. Or WSI-

Speaker speaker_0: Hello?

Speaker speaker_1: Sorry.

Speaker speaker_0: W... Oh, it's, okay. Um, and the last four digits of your social?

Speaker speaker_1: 2094.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: First name is Juan, last name Hatienda.

Speaker speaker_0: Give me one second. Mr. Hatienda, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Date of birth 05-11-98. Address is 52535 North Point Drive, Madeline, Michigan 49071.

Speaker speaker_0: Okay. Thank you for your information. We have a phone number on file, 618-406-7784. And your email is your first name.last name22 at gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: So I could request the cancellation. It does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled.

Speaker speaker_1: Okay.

Speaker speaker_0: Right. Is there anything else I could do for you, sir?

Speaker speaker_1: Uh, no, that's it. Just wanted to cancel them.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Bye-bye.