

## Transcript: Pamela

**Blanc-4678383074590720-6120237771046912**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, yeah, I would like to, uh, cancel my coverage. That's me. .... Uh, yeah, I was calling 'cause I wanted, I want to cancel my coverage, uh, through my employer. And what's, who do you work for? Uh, their name is Verstela, V-E-R-S-T-E-L-A. May I have the last four digits of your social? Yep, five, zero, three, five. Your first and last name? Nicholas Barker. You said Nicholas Baker? Uh, Barker, with, there's an R in there, but, uh. Okay. Um, okay. Um, sir, can we please verify your complete address and date of birth for security reasons to make sure we are in the correct file? Yeah. Uh, my, uh, address is 1929 181st Street Southeast, Bothell, Washington, 98012. And my birth date is 7/13/1989. All right. Thank you for the information. Do we have the telephone number 504-2521-55607? That's correct. If, the process of the cancellation does take, um, one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Okay. Do you, uh, want to cancel everything? Yeah, everything. All right, thank you. Uh, is there anything else I can do for you, sir? That's it. All right, thank you for giving us a call today. Have a great rest of the day. Thanks, you too. 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 Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, yeah, I would like to, uh, cancel my coverage.

Speaker speaker\_1: That's me. ....

Speaker speaker\_2: Uh, yeah, I was calling 'cause I wanted, I want to cancel my coverage, uh, through my employer.

Speaker speaker\_1: And what's, who do you work for?

Speaker speaker\_2: Uh, their name is Verstela, V-E-R-S-T-E-L-A.

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

Speaker speaker\_2: Yep, five, zero, three, five.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Nicholas Barker.

Speaker speaker\_1: You said Nicholas Baker?

Speaker speaker\_2: Uh, Barker, with, there's an R in there, but, uh.

Speaker speaker\_1: Okay. Um, okay. Um, sir, can we please verify your complete address and date of birth for security reasons to make sure we are in the correct file?

Speaker speaker\_2: Yeah. Uh, my, uh, address is 1929 181st Street Southeast, Bothell, Washington, 98012. And my birth date is 7/13/1989.

Speaker speaker\_1: All right. Thank you for the information. Do we have the telephone number 504-2521-55607?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: If, the process of the cancellation does take, um, one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Do you, uh, want to cancel everything?

Speaker speaker\_2: Yeah, everything.

Speaker speaker\_1: All right, thank you. Uh, is there anything else I can do for you, sir?

Speaker speaker\_2: That's it.

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

Speaker speaker\_2: Thanks, you too. Bye-bye.