

## **Transcript: Pamela**

**Blanc-4729293866450944-5725513351086080**

### **Full Transcript**

Thank you for calling Benefits and Guard. This is Pamela speaking. How may I help you?  
Yes, my name is Javon Brown. Uh, I was calling due to I was taking insurance out. So it's like a fraud to me because I was told that I would opt out of it, and don't know money supposed to be coming out of my check due for insurance and it has, and I would like to be refunded. Can you please state- May I have who? ... your last and middle name? Uh, Serge Dafing. May I have the last four digits of your Social so I could pull up your file? 2660. Mr. Brown? Yes.  
Thank you for, um... Can you please verify your complete address and date of birth for security reasons and just to make sure we are- 480- ... correct- 483 PVH Road, Manchester, Tennessee 092384, birthdate. Okay. Thank you for the information. Uh, we have a phone number on file, 731-394-2941 and your email is Jay 92383@gmail.com. Yes. Right. So let me verify your, um, your account and see what's going on. I see that your benefits were canceled back, the end of coverage was back in January. Yeah, so- Yeah. But they just told me money was taken out for insurance. Well, not, not from us. There's not, we're not receiving any more deductions from your... Okay. So, so that's canceled, right? Ain't nothing coming out for medical, not for me or for the kids? No, sir. It doesn't- The last- Okay. ... day of coverage was back in January. Okay. All right. Thank you so much. No problem, sir. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Guard. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes, my name is Javon Brown. Uh, I was calling due to I was taking insurance out. So it's like a fraud to me because I was told that I would opt out of it, and don't know money supposed to be coming out of my check due for insurance and it has, and I would like to be refunded.

Speaker speaker\_0: Can you please state-

Speaker speaker\_1: May I have who?

Speaker speaker\_0: ... your last and middle name?

Speaker speaker\_1: Uh, Serge Dafing.

Speaker speaker\_0: May I have the last four digits of your Social so I could pull up your file?

Speaker speaker\_1: 2660.

Speaker speaker\_0: Mr. Brown?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you for, um... Can you please verify your complete address and date of birth for security reasons and just to make sure we are-

Speaker speaker\_1: 480-

Speaker speaker\_0: ... correct-

Speaker speaker\_1: 483 PVH Road, Manchester, Tennessee 092384, birthdate.

Speaker speaker\_0: Okay. Thank you for the information. Uh, we have a phone number on file, 731-394-2941 and your email is Jay 92383@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Right. So let me verify your, um, your account and see what's going on. I see that your benefits were canceled back, the end of coverage was back in January.

Speaker speaker\_1: Yeah, so-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: But they just told me money was taken out for insurance.

Speaker speaker\_0: Well, not, not from us. There's not, we're not receiving any more deductions from your...

Speaker speaker\_1: Okay. So, so that's canceled, right? Ain't nothing coming out for medical, not for me or for the kids?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: It doesn't-

Speaker speaker\_0: The last-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... day of coverage was back in January.

Speaker speaker\_1: Okay. All right. Thank you so much.

Speaker speaker\_0: No problem, sir. Thank you.

Speaker speaker\_1: Bye.