

Transcript: Pamela

Blanc-4777071433695232-5077138652741632

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Acquisition. ... speaking. How may I help you? Hi, um, I was wondering if could un-enroll from my dental plan for next year? And who do you work for, ma'am? Uh, I'm with Oxford. May I have the last four digits of your Social? Yep, it's 8480. 8480? Correct. Your first and last name? Uh, first name is Amaya, last name is Redondo de la Paz-Chang. Okay. Ms. Redondo, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yep. The address is 6000 El Caso Circle, Unit 6212, Franklin, Tennessee 37067. And then date of birth is 11-22-95. Thank you for the information. We have a telephone number on file, 734-358-2914. And your email is amayarredondo@gmail.com? Yep, that's correct. All right. The process of the cancellation does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely killed. Okay, that's fine. Thank you for giving us a call today. Have a great rest of the day. Thanks, you too. Take care. 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 and Acquisition. ... speaking. How may I help you?

Speaker speaker_2: Hi, um, I was wondering if could un-enroll from my dental plan for next year?

Speaker speaker_1: And who do you work for, ma'am?

Speaker speaker_2: Uh, I'm with Oxford.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: Yep, it's 8480.

Speaker speaker_1: 8480?

Speaker speaker_2: Correct.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Uh, first name is Amaya, last name is Redondo de la Paz-Chang.

Speaker speaker_1: Okay. Ms. Redondo, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Yep. The address is 6000 El Caso Circle, Unit 6212, Franklin, Tennessee 37067. And then date of birth is 11-22-95.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 734-358-2914. And your email is amayarredondo@gmail.com?

Speaker speaker_2: Yep, that's correct.

Speaker speaker_1: All right. The process of the cancellation does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely killed.

Speaker speaker_2: Okay, that's fine.

Speaker speaker_1: Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: Thanks, you too. Take care.

Speaker speaker_1: Bye-bye.