

Transcript: Pamela

Blanc-4845667331391488-6237076848427008

Full Transcript

Thank you for calling Benefits Center 00:00:01card. This is Pamela 00:00:03speaking. How may I help you? Hi. I'm looking to, uh, cancel my insurance through y'all. Um, I am a worker through WorkSource and they had me sign up for y'all while I was doing my paperwork, um, but I recently just got insurance so I'm needing to cancel. Okay. May I have the last four digits of the social and the name of the staffing agency? Yes. Uh, 4730 and it's through WorkSource Incorporated. Your first and last name, sir? Joseph. J-A-L-S-E-P-H. Marcauelle. M-A-R-C-A-U-R-E-L-L-E. Thank you for the information, Mr. Marcauelle. For security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, 35239 Wild Horse Road, Wister, Oklahoma 74966. And then the date of birth is 8/17/2005. Thank you for the information. We have a telephone number on file, 918-839-0782? Yes. Okay. All right. I'm gonna go ahead and process the cancellation. Um, the enrollment already went through. You might experience one or two deductions before it's completely canceled. All right? Okay. Thank you. Anything else... Anything else I can do for you, sir? No, ma'am. No, ma'am. All right. Thank you for giving us a call today. Have a great rest of the day, sir. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center 00:00:01card. This is Pamela 00:00:03speaking. How may I help you?

Speaker speaker_1: Hi. I'm looking to, uh, cancel my insurance through y'all. Um, I am a worker through WorkSource and they had me sign up for y'all while I was doing my paperwork, um, but I recently just got insurance so I'm needing to cancel.

Speaker speaker_0: Okay. May I have the last four digits of the social and the name of the staffing agency?

Speaker speaker_1: Yes. Uh, 4730 and it's through WorkSource Incorporated.

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_1: Joseph. J-A-L-S-E-P-H. Marcauelle. M-A-R-C-A-U-R-E-L-L-E.

Speaker speaker_0: Thank you for the information, Mr. Marcauelle. For security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Uh, 35239 Wild Horse Road, Wister, Oklahoma 74966. And then the date of birth is 8/17/2005.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 918-839-0782?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. I'm gonna go ahead and process the cancellation. Um, the enrollment already went through. You might experience one or two deductions before it's completely canceled. All right?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Anything else... Anything else I can do for you, sir?

Speaker speaker_1: No, ma'am. No, ma'am.

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

Speaker speaker_1: Thank you.