

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Okay. Uh, my name is Salonis Romalis. I work for DS Tech, uh, for the I want to stop my insurance card. May I have the last four digits of the social? Yes. Uh, my social, uh, two, seven, one... Uh, wait a minute. I check my social, okay? The last four digits, yes. I check my social. Hmm. Hmm. Okay. Wait me moment. Huh? Wait me a moment. I pull up my social. If you don't find it, you could call us back. We're here till eight o'clock Eastern time. Okay. I... Thank you. Okay. My 09-0961- Your first and last name? Uh, my last name Salonis. And the first name? Romalis. Romalis. Can you please, Mr. Romalis, verify your complete address and date of birth? Okay. My birthday is 09/13/1993. My address is 203 Thomas Point Drive, Fortville, Indianapolis. Uh, Indianapolis. Okay, Indiana 46040. Thank you for the information. We have a phone number on file 463-202-9061. Yes. Yeah. Okay. I'm going to proceed to cancel the benefit. It takes one to two weeks for all changes to be processed. Can you please... Um, you might experience one or two deductions. Is there anything else I could do for you? Uh, would you like I... Uh, would you like... Please, you can repeat for me because I speak little bit, no sound. Huh? No sound. You totally understand- Can you please tell me a bit again because I speak English little bit. That the process take one to two weeks- Oh, okay. ... to be canceled. Okay. And you might experience one or two deductions before it's completely canceled. Oh, let me think. The- All right? The appli-... Oh, the application to stop the card during one, one week? One or two weeks. Oh, okay. I understand. Thank you. No problem. I would like to stop because I don't use- Ma'am, it takes a process time. Oh. Okay. Okay? Okay. All right. Anything else I could do for you? Uh, no, because, you know, responsible day. No, no, only thank you.

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 Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Okay. Uh, my name is Salonis Romalis. I work for DS Tech, uh, for the I want to stop my insurance card.

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

Speaker speaker_2: Yes. Uh, my social, uh, two, seven, one... Uh, wait a minute. I check my social, okay?

Speaker speaker_1: The last four digits, yes.

Speaker speaker_2: I check my social.

Speaker speaker_3: Hmm.

Speaker speaker_1: Hmm.

Speaker speaker_2: Okay. Wait me moment.

Speaker speaker_1: Huh?

Speaker speaker_2: Wait me a moment. I pull up my social.

Speaker speaker_1: If you don't find it, you could call us back. We're here till eight o'clock Eastern time.

Speaker speaker_2: Okay. I...

Speaker speaker_1: Thank you.

Speaker speaker_2: Okay. My 09-0961-

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Uh, my last name Salonis.

Speaker speaker_1: And the first name?

Speaker speaker_2: Romalis. Romalis.

Speaker speaker_1: Can you please, Mr. Romalis, verify your complete address and date of birth?

Speaker speaker_2: Okay. My birthday is 09/13/1993. My address is 203 Thomas Point Drive, Fortville, Indianapolis. Uh, Indianapolis. Okay, Indiana 46040.

Speaker speaker_1: Thank you for the information. We have a phone number on file 463-202-9061.

Speaker speaker_2: Yes. Yeah.

Speaker speaker_1: Okay. I'm going to proceed to cancel the benefit. It takes one to two weeks for all changes to be processed. Can you please... Um, you might experience one or two deductions. Is there anything else I could do for you?

Speaker speaker_2: Uh, would you like I... Uh, would you like... Please, you can repeat for me because I speak little bit, no sound.

Speaker speaker_1: Huh?

Speaker speaker_2: No sound.

Speaker speaker_1: You totally understand-

Speaker speaker_2: Can you please tell me a bit again because I speak English little bit.

Speaker speaker_1: That the process take one to two weeks-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... to be canceled.

Speaker speaker_2: Okay.

Speaker speaker_1: And you might experience one or two deductions before it's completely canceled.

Speaker speaker_2: Oh, let me think. The-

Speaker speaker_1: All right?

Speaker speaker_2: The appli-... Oh, the application to stop the card during one, one week?

Speaker speaker_1: One or two weeks.

Speaker speaker_2: Oh, okay. I understand. Thank you. No problem. I would like to stop because I don't use-

Speaker speaker_1: Ma'am, it takes a process time.

Speaker speaker_2: Oh. Okay.

Speaker speaker_1: Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Anything else I could do for you?

Speaker speaker_2: Uh, no, because, you know, responsible day. No, no, only thank you.