

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Call. This is Pamela speaking. How may I help you? I need to ... about discontinuing my health benefits. I hear you. Really bad connection. Okay, I might go outside. You're cutting off. Uh, I cannot understand- Hello? Yeah. Can, can you hear me now? A little better. Can you hear me now? Yes, a little better, sir. Okay. Um, I would like to call this number about canceling my health benefits. Who do you work for? Uh, a temporary service in Tulsa. And, and what's the name? Hold on. I get... I'll, I'll get the name for you after you go back inside to get the name. No problem. American Staffing ... Can I have the last four digits of the Social? I said- I cannot hear you, sir, again. Okay. I work for American Staffing, American Staffing in Tulsa. And what's the last four digits of the Social? 8758. ... 8758. Can you please tell me your first and last name? It's Jeff Klein, K-L-E-I-N. Mr. Klein, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. The address is 3721 East 11th Place, and that's Tulsa, Oklahoma. And my birthdate is 10/16/1954. Thank you for the information. We have phone number of file 9186061135. That's correct. And you want to cancel the life insurance? Uh, the life insurance, the hea- and I, I don't know if I'm set up for the health insurance, but yeah, I do want to cancel any insurance. No, it's only the life insurance that you were enrolled in. Okay. Yeah, I want to cancel that. Right. The cancellation process take one to two weeks for all changes to be processed. Um, you might experience one or two deductions before it's completely canceled. Is there anything else I can- Okay. ... still help you with more? No, that will do it. Thank you very much. All right. Thank you for calling us. Have a great rest of the day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Call. This is Pamela speaking. How may I help you?

Speaker speaker_1: I need to ... about discontinuing my health benefits.

Speaker speaker_0: I hear you. Really bad connection.

Speaker speaker_1: Okay, I might go outside.

Speaker speaker_0: You're cutting off. Uh, I cannot understand-

Speaker speaker_1: Hello?

Speaker speaker_0: Yeah.

Speaker speaker_1: Can, can you hear me now?

Speaker speaker_0: A little better.

Speaker speaker_1: Can you hear me now?

Speaker speaker_0: Yes, a little better, sir.

Speaker speaker_1: Okay. Um, I would like to call this number about canceling my health benefits.

Speaker speaker_0: Who do you work for?

Speaker speaker_1: Uh, a temporary service in Tulsa.

Speaker speaker_0: And, and what's the name?

Speaker speaker_1: Hold on. I get... I'll, I'll get the name for you after you go back inside to get the name.

Speaker speaker_0: No problem.

Speaker speaker_1: American Staffing ...

Speaker speaker_0: Can I have the last four digits of the Social?

Speaker speaker_1: I said-

Speaker speaker_0: I cannot hear you, sir, again.

Speaker speaker_1: Okay. I work for American Staffing, American Staffing in Tulsa.

Speaker speaker_0: And what's the last four digits of the Social?

Speaker speaker_1: 8758.

Speaker speaker_0: ... 8758. Can you please tell me your first and last name?

Speaker speaker_1: It's Jeff Klein, K-L-E-I-N.

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

Speaker speaker_1: Okay. The address is 3721 East 11th Place, and that's Tulsa, Oklahoma. And my birthdate is 10/16/1954.

Speaker speaker_0: Thank you for the information. We have phone number of file 9186061135.

Speaker speaker_1: That's correct.

Speaker speaker_0: And you want to cancel the life insurance?

Speaker speaker_1: Uh, the life insurance, the hea- and I, I don't know if I'm set up for the health insurance, but yeah, I do want to cancel any insurance.

Speaker speaker_0: No, it's only the life insurance that you were enrolled in.

Speaker speaker_1: Okay. Yeah, I want to cancel that.

Speaker speaker_0: Right. The cancellation process take one to two weeks for all changes to be processed. Um, you might experience one or two deductions before it's completely canceled. Is there anything else I can-

Speaker speaker_1: Okay.

Speaker speaker_0: ... still help you with more?

Speaker speaker_1: No, that will do it. Thank you very much.

Speaker speaker_0: All right. Thank you for calling us. Have a great rest of the day.

Speaker speaker_1: You too. Bye.