

## **Transcript: Pamela**

**Blanc-5061083641987072-5763633588518912**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-Up Card, this is ... Hello? Yes, how may I help you? Oh yeah, I was calling about a question. Um, I was trying to get my benefits removed. Yes, because I didn't know I signed up for it and I didn't need it. Okay. And they told me I had to call you. Who do you work for, sir? Uh, Surge. May I have the last four digits of your Social? 3460. 3460. Your first and last name? Uh, first name's El Dorado, last name's Austin. Sorry. One more second, I'm just checking your information. Okay, you said the last four's 3264? 3460. Give me one more. Can you repeat your last name for me, please? The last name is Austin, A-U-S-T-I-N. And you say you work for Surge? Yes. I see. It's not showing up. Hold on. Give you about one more minute, sir. Okay, I believe I found you. Mr. Austin, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 7074 Brooke Boulevard. And you said, uh, what was it? I need the complete address with the state and ZIP Code, just to make sure we have it correct here, and the date of birth. Okay, 70... All right, 7074 Brooke Boulevard, Reynoldsburg, Ohio, 43068. Date of birth is 10/1/1968. Thank you for the information, sir. We have a telephone number on file which is 937-823-8978. And your email is your first name last name1@gmail.com? Yes, ma'am. Okay. I'm gonna, um, request a cancellation. It does take one to two weeks for all changes to be processed. You might experience one or two deduction before it's completely canceled. Is there anything else I could do for you, sir? Uh, no, that was it. All right, thank you for giving us a call. Have a great rest of the day. All right, thank you. Goodbye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits 10-Up Card, this is ...

Speaker speaker\_2: Hello?

Speaker speaker\_1: Yes, how may I help you?

Speaker speaker\_2: Oh yeah, I was calling about a question. Um, I was trying to get my benefits removed. Yes, because I didn't know I signed up for it and I didn't need it.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And they told me I had to call you.

Speaker speaker\_1: Who do you work for, sir?

Speaker speaker\_2: Uh, Surge.

Speaker speaker\_1: May I have the last four digits of your Social?

Speaker speaker\_2: 3460.

Speaker speaker\_1: 3460. Your first and last name?

Speaker speaker\_2: Uh, first name's El Dorado, last name's Austin. Sorry.

Speaker speaker\_1: One more second, I'm just checking your information. Okay, you said the last four's 3264?

Speaker speaker\_2: 3460.

Speaker speaker\_1: Give me one more. Can you repeat your last name for me, please?

Speaker speaker\_2: The last name is Austin, A-U-S-T-I-N.

Speaker speaker\_1: And you say you work for Surge?

Speaker speaker\_2: Yes.

Speaker speaker\_1: I see. It's not showing up. Hold on. Give you about one more minute, sir. Okay, I believe I found you. Mr. Austin, 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: 7074 Brooke Boulevard. And you said, uh, what was it?

Speaker speaker\_1: I need the complete address with the state and ZIP Code, just to make sure we have it correct here, and the date of birth.

Speaker speaker\_2: Okay, 70... All right, 7074 Brooke Boulevard, Reynoldsburg, Ohio, 43068. Date of birth is 10/1/1968.

Speaker speaker\_1: Thank you for the information, sir. We have a telephone number on file which is 937-823-8978. And your email is your first name last name1@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. I'm gonna, um, request a cancellation. It does take one to two weeks for all changes to be processed. You might experience one or two deduction before it's completely canceled. Is there anything else I could do for you, sir?

Speaker speaker\_2: Uh, no, that was it.

Speaker speaker\_1: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: All right, thank you. Goodbye.