

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi. Yes. M-m-my name is Douglas Craig Hester Junior, and I would like to opt out of the insurance. I already have insurance. Who do you work for, sir? Serge. And your first and last name, sir? Douglas Hester, H-e-s-t-e-r, Junior. Okay. And, um, sir, can you tell me, um, the last four digits of your Social? 6738. Mr. Hester, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Um, well, my address has changed, but, um, my new address is 1315 East Main Street. But you might have, um, the old one on file, which... Well, g- I'm in a program, so I go from house to house. It might be 110 South Maple Street or 122 South Maple Street- Okay. Thank you. ...Lancaster, Ohio. We have a telephone number on file, 740-277-3515. Uh, yeah, I have a different phone number now though. Is that one you're calling from? Um, it's, uh, 220-203-9471 is my... the one I'm calling from. Okay. All right. Sorry. So Mr. Hester, I can request the cancellation. It does take one to two weeks for all changes to be processed, and you might experience one or two deductions before it's completely canceled. All right? So there's going to be a deduction from my paycheck until it's canceled? It might one or two. I, I cannot assure you because we don't have access to your payroll. We send this information to Surge and they will finish the rest. Okay. So how much is going to be deducted from my paycheck for the insurance? For you, uh, it's \$15.16. Okay. All right. That's not- All right. ... too bad. All right. All right, thank you so much. I appreciate it. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Yes. M-m-my name is Douglas Craig Hester Junior, and I would like to opt out of the insurance. I already have insurance.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: Serge.

Speaker speaker_0: And your first and last name, sir?

Speaker speaker_1: Douglas Hester, H-e-s-t-e-r, Junior.

Speaker speaker_0: Okay. And, um, sir, can you tell me, um, the last four digits of your Social?

Speaker speaker_1: 6738.

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

Speaker speaker_1: Um, well, my address has changed, but, um, my new address is 1315 East Main Street. But you might have, um, the old one on file, which... Well, g- I'm in a program, so I go from house to house. It might be 110 South Maple Street or 122 South Maple Street-

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: ...Lancaster, Ohio.

Speaker speaker_0: We have a telephone number on file, 740-277-3515.

Speaker speaker_1: Uh, yeah, I have a different phone number now though.

Speaker speaker_0: Is that one you're calling from?

Speaker speaker_1: Um, it's, uh, 220-203-9471 is my... the one I'm calling from.

Speaker speaker_0: Okay. All right. Sorry. So Mr. Hester, I can request the cancellation. It does take one to two weeks for all changes to be processed, and you might experience one or two deductions before it's completely canceled. All right?

Speaker speaker_1: So there's going to be a deduction from my paycheck until it's canceled?

Speaker speaker_0: It might one or two. I, I cannot assure you because we don't have access to your payroll. We send this information to Surge and they will finish the rest.

Speaker speaker_1: Okay. So how much is going to be deducted from my paycheck for the insurance?

Speaker speaker_0: For you, uh, it's \$15.16.

Speaker speaker_1: Okay. All right. That's not-

Speaker speaker_0: All right.

Speaker speaker_1: ... too bad.

Speaker speaker_0: All right.

Speaker speaker_1: All right, thank you so much. I appreciate it.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too.