

Transcript: Pamela

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Full Transcript

Thank you for calling MedicalTen of Heart. This is Pamela speaking. How may I help you? Hi, I was just calling to opt out of the, um, medical insurance. Mm, may I have the last four digits of your social and the staffing agency that you work? It is 2660... and the agency is Surge. Can you repeat the last four for me, please? It's 2660. No, I don't, mama. I don't think I've ever- Your first and last name? Riley Swandek. You're in Wilmington? Yeah, I'm about to be heading back. I just stopped here at Walmart real fast. Not hear you well. It's like background noise in the back. Can you repeat the last name, ma'am? My last name is Swandek, S-C-H. Okay. Hello? Can you hear me? Ma'am? Okay. I thought I lost you, um, there. Didn't you say Riley, the la- the first name? Riley, yes. Okay. Miss, um, Riley, can we verify your complete address and date of birth for security reasons to make sure we are in the correct file? Mm-hmm. It is 220 West Walker Road, Wilmington, Ohio. And then what was the other thing? I'm so sorry. Your date of birth. My birthday is 8/21/02. All right, well, try to send it to me real fast and I'll come out there. All right. All right. Okay. Love you, Mom. Okay. All right, thank you. Thank you for the information. We have a telephone number on file, 937-509-9200. Okay, so they... I could process the cancellation. Uh, the process does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Mm-hmm. Is there anything else I could do for you, ma'am? Mm-mm. Nope, that's it. All right. Thank you for calling- All right, thank you. ... MedicalTen. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling MedicalTen of Heart. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, I was just calling to opt out of the, um, medical insurance.

Speaker speaker_0: Mm, may I have the last four digits of your social and the staffing agency that you work?

Speaker speaker_1: It is 2660... and the agency is Surge.

Speaker speaker_0: Can you repeat the last four for me, please?

Speaker speaker_1: It's 2660.

Speaker speaker_2: No, I don't, mama. I don't think I've ever-

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Riley Swandeck.

Speaker speaker_2: You're in Wilmington? Yeah, I'm about to be heading back. I just stopped here at Walmart real fast.

Speaker speaker_0: Not hear you well. It's like background noise in the back. Can you repeat the last name, ma'am?

Speaker speaker_1: My last name is Swandeck, S-C-H.

Speaker speaker_2: Okay.

Speaker speaker_0: Hello?

Speaker speaker_1: Can you hear me?

Speaker speaker_0: Ma'am? Okay. I thought I lost you, um, there. Didn't you say Riley, the last name?

Speaker speaker_1: Riley, yes.

Speaker speaker_0: Okay. Miss, um, Riley, can we verify your complete address and date of birth for security reasons to make sure we are in the correct file?

Speaker speaker_1: Mm-hmm. It is 220 West Walker Road, Wilmington, Ohio. And then what was the other thing? I'm so sorry.

Speaker speaker_0: Your date of birth.

Speaker speaker_1: My birthday is 8/21/02.

Speaker speaker_2: All right, well, try to send it to me real fast and I'll come out there. All right. All right.

Speaker speaker_0: Okay.

Speaker speaker_2: Love you, Mom. Okay. All right, thank you.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 937-509-9200. Okay, so they... I could process the cancellation. Uh, the process does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Is there anything else I could do for you, ma'am?

Speaker speaker_1: Mm-mm. Nope, that's it.

Speaker speaker_0: All right. Thank you for calling-

Speaker speaker_1: All right, thank you.

Speaker speaker_0: ... MedicalTen. Have a great rest of the day.

Speaker speaker_1: You too.