

Transcript: Pamela

Blanc-5279162130448384-6214285294256128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, Carl. This is Pamela speaking. How may I help you? Yes. Uh, my name is, uh, Darren Hicks and I want to cancel my insurance policy for MAU. Okay. May I have the last four digits of your social, please? Uh, 1176. Your first and last name? Uh, Darren, and my last name is Hicks. Okay. Mr. Hicks, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. Uh, my date of birth is 12-31-62 and my address is 2608 Bay Court and that's in Hephzibah, Georgia and my ZIP code is 30815. Thank you for the information. We have, uh, the telephone number on file, which is 706-793-82... 8234. Yes, sir. All right. So, you will be able to cancel... Let me see. Your benefits starting on the 23rd. That's when open enrollment's going to be. Okay. All right. So you could give us a call on the 23rd and we'll be able to cancel your benefits that day. They're going to be o- on open enrollment until the 31st of January. So, uh, that will be your timeline for canceling the benefits. Oh, okay. I got to wait until the 23rd? Yes, sir. I thought it al- I really thought it already had started though. But I guess it hasn't. No, no. It's going to start on the 23rd. Oh. Okay. All right. I'll call back then. All right. Thank you for giving us a call today. Have a great rest of the day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, Carl. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes. Uh, my name is, uh, Darren Hicks and I want to cancel my insurance policy for MAU.

Speaker speaker_1: Okay. May I have the last four digits of your social, please?

Speaker speaker_2: Uh, 1176.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Uh, Darren, and my last name is Hicks.

Speaker speaker_1: Okay. Mr. Hicks, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_2: Uh, my date of birth is 12-31-62 and my address is 2608 Bay Court and that's in Hephzibah, Georgia and my ZIP code is 30815.

Speaker speaker_1: Thank you for the information. We have, uh, the telephone number on file, which is 706-793-82...

Speaker speaker_2: 8234.

Speaker speaker_1: Yes, sir. All right. So, you will be able to cancel... Let me see. Your benefits starting on the 23rd. That's when open enrollment's going to be.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. So you could give us a call on the 23rd and we'll be able to cancel your benefits that day. They're going to be o- on open enrollment until the 31st of January. So, uh, that will be your timeline for canceling the benefits.

Speaker speaker_2: Oh, okay. I got to wait until the 23rd?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: I thought it al- I really thought it already had started though. But I guess it hasn't.

Speaker speaker_1: No, no. It's going to start on the 23rd.

Speaker speaker_2: Oh. Okay. All right. I'll call back then.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day.