

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes, uh, this is Robert Johnson of the Victoria Inn. You want to speak to Victoria? Yes. I'm calling to cancel the insurance, 'cause I- I'm, uh- How can I help you? All right. Yeah. Oh, and I'm in Michigan. I'm calling to cancel the insurance. May I have the last four digits of your Social? 9889. 9889. And your f- the name of the staffing agency you work for? Uh, s- uh, Time Staff. Crown? You said Crown? Time Staff. Oh, Time, okay. Time Staffing. Okay. Mr. Johnson? Yes. Can we please verify the complete address and date of birth for security reasons to make sure we are in the correct file? You said my date of birth, 8/30/64. And your mailing address? 28918 Avondale, Inston, Michigan, 48141 zip code. Thank you for the information. We have a telephone number on file, 734-489-2711. Yes. E-e, house one and oh... oneandonlydice@gmail.com email. All right. The process of the cancellation takes one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Well, they need to cancel because I can't use it in Michigan, 'cause I live in Michigan. I'm not in Ohio. So Mich- Beg your pardon? Hello? You can use the benefits in Mich- in... Can you hear me, sir? Yeah, I can hear you. Can you hear me? Yes, I can hear you. I said you could, you could use your benefits in Ohio. I don't live in Ohio. Okay, so you're in Michigan? Right. Then if you would like, you could use your benefits there as well. No, I'm not, I'm not even gonna worry about it. So I'm just gonna cancel my account. Robert, I went ahead and requested cancellation. Is anything else I could do for you? That'll be it. All right, thank you for giving us a call. Have a great rest of the day. Oh, you too. Hmm.

Conversation Format

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

Speaker speaker_1: Yes, uh, this is Robert Johnson of the Victoria Inn.

Speaker speaker_0: You want to speak to Victoria?

Speaker speaker_1: Yes. I'm calling to cancel the insurance, 'cause I- I'm, uh-

Speaker speaker_0: How can I help you?

Speaker speaker_1: All right. Yeah. Oh, and I'm in Michigan. I'm calling to cancel the insurance.

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

Speaker speaker_1: 9889.

Speaker speaker_0: 9889. And your f- the name of the staffing agency you work for?

Speaker speaker_1: Uh, s- uh, Time Staff.

Speaker speaker_0: Crown? You said Crown?

Speaker speaker_1: Time Staff.

Speaker speaker_0: Oh, Time, okay. Time Staffing. Okay. Mr. Johnson?

Speaker speaker_1: Yes.

Speaker speaker_0: Can we please verify the complete address and date of birth for security reasons to make sure we are in the correct file?

Speaker speaker_1: You said my date of birth, 8/30/64.

Speaker speaker_0: And your mailing address?

Speaker speaker_1: 28918 Avondale, Inston, Michigan, 48141 zip code.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 734-489-2711.

Speaker speaker_1: Yes.

Speaker speaker_0: E-e, house one and oh...

Speaker speaker_1: oneandonlydice@gmail.com email.

Speaker speaker_0: All right. The process of the cancellation takes 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: Well, they need to cancel because I can't use it in Michigan, 'cause I live in Michigan. I'm not in Ohio.

Speaker speaker_0: So Mich-

Speaker speaker_1: Beg your pardon? Hello?

Speaker speaker_0: You can use the benefits in Mich- in... Can you hear me, sir?

Speaker speaker_1: Yeah, I can hear you.

Speaker speaker_0: Can you hear me?

Speaker speaker_1: Yes, I can hear you.

Speaker speaker_0: I said you could, you could use your benefits in Ohio.

Speaker speaker_1: I don't live in Ohio.

Speaker speaker_0: Okay, so you're in Michigan?

Speaker speaker_1: Right.

Speaker speaker_0: Then if you would like, you could use your benefits there as well.

Speaker speaker_1: No, I'm not, I'm not even gonna worry about it. So I'm just gonna cancel my account.

Speaker speaker_0: Robert, I went ahead and requested cancellation. Is anything else I could do for you?

Speaker speaker_1: That'll be it.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Oh, you too. Hmm.