

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits This is Pamela speaking. How may I help you? How are you doing? Um, my name is, uh, Ken Scallon. I left a message earlier on there. I don't know whether you got it or not but, um, I work for, uh, ... Okay. And I'd just like to get taken off the, the medical insurance, please. And, and what's the name of the staffing agency you say you work for? Sorge. Okay. And you say you called here before? Yeah. I left a message. Oh. May I have the last four digits of your Social so I can pull up your file? No problem. It's, uh, 7751. 7741? Five. So, it's, it's 5741? Seven, seven, five, one. Oh, five... Okay, now I'm, I'm sorry about that, sir. No problem. Okay. And your first and last name? Uh, it's Ken Scallon. Mr. Scallon, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yeah. It's, uh, 1, uh, um, 1045 Harding Way East, Scallon. And my... You want my date of birth? Yes, sir. Yeah. It's, uh, the 22nd of March, 1971. Thank you. And what's the city, uh, uh, the state and the ZIP Code, and your area code? Uh, 44833. Thank you. We have a phone number on file, 567-359-00500. Zero... Yeah. That's correct. Yeah. Okay. So I'm gonna go ahead and cancel the benefits. Okay. Thank you. Yeah. 'Cause, uh, um, the auto-enrollment has, uh, already went through. Okay. Okay. So the cancellation does take one to two weeks for all changes to be processed. Yeah. You might experience one or two deductions before we ... Right. Okay. ... complete the account. All right? Anything else? Yeah. No. Or ... No. No. That's brilliant. Thanks very much. Thank you for giving us a call. Yeah. Have a great rest of the day. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits This is Pamela speaking. How may I help you?

Speaker speaker_2: How are you doing? Um, my name is, uh, Ken Scallon. I left a message earlier on there. I don't know whether you got it or not but, um, I work for, uh, ...

Speaker speaker_1: Okay.

Speaker speaker_2: And I'd just like to get taken off the, the medical insurance, please.

Speaker speaker_1: And, and what's the name of the staffing agency you say you work for?

Speaker speaker_2: Sorge.

Speaker speaker_1: Okay. And you say you called here before?

Speaker speaker_2: Yeah. I left a message.

Speaker speaker_1: Oh. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: No problem. It's, uh, 7751.

Speaker speaker_1: 7741?

Speaker speaker_2: Five.

Speaker speaker_1: So, it's, it's 5741?

Speaker speaker_2: Seven, seven, five, one.

Speaker speaker_1: Oh, five... Okay, now I'm, I'm sorry about that, sir.

Speaker speaker_2: No problem.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Uh, it's Ken Scallion.

Speaker speaker_1: Mr. Scallion, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Yeah. It's, uh, 1, uh, um, 1045 Harding Way East, Scallion. And my... You want my date of birth?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Yeah. It's, uh, the 22nd of March, 1971.

Speaker speaker_1: Thank you. And what's the city, uh, uh, the state and the ZIP Code, and your area code?

Speaker speaker_2: Uh, 44833.

Speaker speaker_1: Thank you. We have a phone number on file, 567-359-00500.

Speaker speaker_2: Zero... Yeah. That's correct. Yeah.

Speaker speaker_1: Okay. So I'm gonna go ahead and cancel the benefits.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Yeah. 'Cause, uh, um, the auto-enrollment has, uh, already went through. Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: So the cancellation does take one to two weeks for all changes to be processed.

Speaker speaker_2: Yeah.

Speaker speaker_1: You might experience one or two deductions before we ...

Speaker speaker_2: Right. Okay.

Speaker speaker_1: ... complete the account. All right? Anything else?

Speaker speaker_2: Yeah. No.

Speaker speaker_1: Or ...

Speaker speaker_2: No. No. That's brilliant. Thanks very much.

Speaker speaker_1: Thank you for giving us a call.

Speaker speaker_2: Yeah.

Speaker speaker_1: Have a great rest of the day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.