

Transcript: Pamela

Blanc-5500045940146176-6034901270970368

Full Transcript

Thank you for calling Benefits . speaking, how may I help you? Hey. How you doing? This is Montavius Taylor. I was calling because I wanted to cancel my card. Who do you work for, sir? I work for Surge. I work, I work for- And how can I help you this afternoon, sir? Um, 256-518066. And your first and last name? Montavius Taylor. Okay. Mr. Taylor, 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? All right. My date of birth is July the 17th, 1985. My address is 330 Arrowhead Townhomes Apartments, Apartment 50F. Area code 0003236. Thanks. We have your phone number on file. Zero... No, 30236. Yes, ma'am. Is the telephone number 770-572-5254? Yes, ma'am. I'm going to go ahead and cancel the enrollment. It takes one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Is there anything else I can do for you? No, ma'am. Everything... Thank you so much. Thank you for giving us a call. Have a great rest of the day. You too, ma'am. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits . speaking, how may I help you?

Speaker speaker_1: Hey. How you doing? This is Montavius Taylor. I was calling because I wanted to cancel my card.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: I work for Surge. I work, I work for-

Speaker speaker_0: And how can I help you this afternoon, sir?

Speaker speaker_1: Um, 256-518066.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Montavius Taylor.

Speaker speaker_0: Okay. Mr. Taylor, 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_1: All right. My date of birth is July the 17th, 1985. My address is 330 Arrowhead Townhomes Apartments, Apartment 50F. Area code 0003236.

Speaker speaker_0: Thanks. We have your phone number on file.

Speaker speaker_1: Zero... No, 30236. Yes, ma'am.

Speaker speaker_0: Is the telephone number 770-572-5254?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I'm going to go ahead and cancel the enrollment. It takes one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Is there anything else I can do for you?

Speaker speaker_1: No, ma'am. Everything... Thank you so much.

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

Speaker speaker_1: You too, ma'am.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye.