

Transcript: Pamela

Blanc-5504664288149504-6559341905756160

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Call. This is Pamela speaking. How may I help you? Yes, I was calling to cancel out my policy. Who do you work for, sir? MAU. May I have the last four digits of your Social? 9734. Your first and last name? Harold O'Neal. Mr. O'Neal? 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. 208 Dyer Street, Greenville, South Carolina 29611. 4/20/1964. Thank you for the information. We have a telephone number on file, 864-77-58472. Your email is ohar- Harold, which is your first name, 48@gmail.com? Yes, ma'am. Okay. You want to cancel everything, sir? Yes, ma'am. Okay. The process of the cancellation does take one to two weeks for all changes to be processed. Um, you might experience one or two deductions before it's completely canceled. Is there anything else I can do for you, sir, today? Uh, that's it. All right. Thank you for giving us a call today. Have a great holiday, sir. You too. Thank you. 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 on a Call. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, I was calling to cancel out my policy.

Speaker speaker_1: Who do you work for, sir?

Speaker speaker_2: MAU.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: 9734.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Harold O'Neal.

Speaker speaker_1: Mr. O'Neal? 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: 208 Dyer Street, Greenville, South Carolina 29611. 4/20/1964.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 864-77-58472. Your email is ohar- Harold, which is your first name, 48@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. You want to cancel everything, sir?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. The process of the cancellation does take one to two weeks for all changes to be processed. Um, you might experience one or two deductions before it's completely canceled. Is there anything else I can do for you, sir, today?

Speaker speaker_2: Uh, that's it.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great holiday, sir.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye.