

## **Transcript: Pamela**

**Blanc-5565038009040896-4872793383550976**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi there. I'd like to cancel my coverage of Benefits in a Card. Uh, what's the last four digits of your Social and the staffing agency you work for? 3039 and I work for Creative Circle. Okay. 3...4... I'm sorry. What was the last four? 3039. Your first and last name? Rayson Morales, son. Mr. Morales, for security's reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth? 101 East 2nd Street, Apartment 2C, New York, New York 10009. And date of birth is, uh, February 27, '66. Thank you. We have a phone number of 564-6238-2274. 74, yes. You said you want to cancel? Yes, cancel. Yeah. Everything? Everything, yeah. Okay. The process of the cancellation, 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 could do for you? No. Thank you very much. Have a good day. Bye. Congratulations. Thank you. 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 in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi there. I'd like to cancel my coverage of Benefits in a Card.

Speaker speaker\_1: Uh, what's the last four digits of your Social and the staffing agency you work for?

Speaker speaker\_2: 3039 and I work for Creative Circle.

Speaker speaker\_1: Okay. 3...4... I'm sorry. What was the last four?

Speaker speaker\_2: 3039.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Rayson Morales, son.

Speaker speaker\_1: Mr. Morales, for security's reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: 101 East 2nd Street, Apartment 2C, New York, New York 10009. And date of birth is, uh, February 27, '66.

Speaker speaker\_1: Thank you. We have a phone number of 564-6238-2274.

Speaker speaker\_2: 74, yes.

Speaker speaker\_1: You said you want to cancel?

Speaker speaker\_2: Yes, cancel. Yeah.

Speaker speaker\_1: Everything?

Speaker speaker\_2: Everything, yeah.

Speaker speaker\_1: Okay. The process of the cancellation, 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 could do for you?

Speaker speaker\_2: No. Thank you very much. Have a good day. Bye.

Speaker speaker\_1: Congratulations. Thank you.

Speaker speaker\_2: Bye.