

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. Thank you for calling Benefits on Demand. This is Pamela speaking. How may I help you? Yes. How are you doing, ma'am? Good. Um, I was trying to, uh, see can I cancel... I work through ISS, the temp agency, Innovation Staff Solutions. Mm-hmm. I was trying to see, can I, uh, cancel my, uh, dental and, uh, medical health benefits? Okay. May I have the last four digits of your social so I can pull up your file? Yes. 0582. Thank you. And your first and last name, sir? Joshua Britt, B-R-I-T-T. Mr. Britt, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Of course. Address, 101 South Douglas Avenue, Apartment 4. And date of birth, 08/04/1991. Thank you. We have a phone number on file, 773-968-0963. And your email is JMorse2700000@gmail.com. Yeah, 4095. Oh, sorry. All right. So the cancellation process does take one to two weeks for, for all changes to take place. Um, you might experience one or two deductions while the cancellation is completed. Is there anything else I could do for you, sir? No. Thank you. You've been a great help. Thank you for giving us a call today. Have a great rest of the day, sir. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Hi. Thank you for calling Benefits on Demand. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes. How are you doing, ma'am? Good. Um, I was trying to, uh, see can I cancel... I work through ISS, the temp agency, Innovation Staff Solutions.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I was trying to see, can I, uh, cancel my, uh, dental and, uh, medical health benefits?

Speaker speaker_0: Okay. May I have the last four digits of your social so I can pull up your file?

Speaker speaker_1: Yes. 0582.

Speaker speaker_0: Thank you. And your first and last name, sir?

Speaker speaker_1: Joshua Britt, B-R-I-T-T.

Speaker speaker_0: Mr. Britt, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Of course. Address, 101 South Douglas Avenue, Apartment 4. And date of birth, 08/04/1991.

Speaker speaker_0: Thank you. We have a phone number on file, 773-968-0963. And your email is JMorse2700000@gmail.com.

Speaker speaker_1: Yeah, 4095.

Speaker speaker_0: Oh, sorry. All right. So the cancellation process does take one to two weeks for, for all changes to take place. Um, you might experience one or two deductions while the cancellation is completed. Is there anything else I could do for you, sir?

Speaker speaker_1: No. Thank you. You've been a great help.

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

Speaker speaker_1: You too.