

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits Center 000, this is Pamela speaking. How may I help you? Hi, um, I'm working for the partnership and they give me a phone number because I would like to cancel the health insurance. Uh, maybe you will help me with that? Yeah. So- What do you work for, ma'am? ... yeah. Um, personal care. Uh- Partner personal? Uh, yes, partner, uh, personal partners. Okay. May I have the last four digits of your Social so I can pull up your file? Uh, Social Security number? The last four digits, yes, ma'am. Uh, yeah. Uh, hold on. uh, check the side. Uh, my last four digits Social number is 5871. 5871? Yes, correct. Your first and last name? The first name is Dang, D-A-N-G, and last name is N-G-U-Y-E-N. All right, this is 000 for security reasons and to make sure we are in the correct file, I need to verify your complete address and date of birth. Um, the address is 1406 McKinley Street, Fairfield, California 94523. And the date of birth is November 11, 1966. Thank you. We have a phone number on file, 510-710-4835. And you're- Yeah, that's cor- Yeah, that's correct. ... 888-740-9489 IT mail. Ms. Dang, you are not enrolled in our benefits. There's nothing there to cancel. Oh. Yeah, because I'm not sure because last year, uh, I got the 10, 1095. And they sent me out and I saw they charge me every month, it's \$117 per month. And then when the season ends, so I stopped working, and now I come back to work. So that's why I talk with my, uh, uh, HR and she say, "If you want to make sure of, uh, uh, enrollment, uh, just call there." It's called like, "Give me your phone number, so I just called to talk to you right now to make sure I enroll. If I already enrolled, uh, I could, uh, I need to ask your help to cancel it." But now you confirm, I'm not enrolled. Uh, so, so something it doesn't match what... All right. Is there anything else I can do for you? Uh, but can, can, can, can you ask... Can, can, can you answer my question? Why I receive a 1095 last year? I got checked, my \$179 per month for last year. Okay. So we... I don't see any enrollment here for you. It might have been from some other company. We do not send those out either. Oh, okay. Oh, okay. That's all. Uh, thank you for, for the information. I will talk with my HR again. If I have an issue, I could be con- call you right back or anything I need to do. Yeah. Thank you for the information. No problem. Okay. Thank you for giving us a call 000. Yeah. Have a great rest of the day. Yeah. Thank you, the same to you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Center 000, this is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, um, I'm working for the partnership and they give me a phone number because I would like to cancel the health insurance. Uh, maybe you will help me with that?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: So-

Speaker speaker\_0: What do you work for, ma'am?

Speaker speaker\_1: ... yeah. Um, personal care. Uh-

Speaker speaker\_0: Partner personal?

Speaker speaker\_1: Uh, yes, partner, uh, personal partners.

Speaker speaker\_0: Okay. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker\_1: Uh, Social Security number?

Speaker speaker\_0: The last four digits, yes, ma'am.

Speaker speaker\_1: Uh, yeah . Uh, hold on. uh, check the side. Uh, my last four digits Social number is 5871.

Speaker speaker\_0: 5871?

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: The first name is Dang, D-A-N-G, and last name is N-G-U-Y-E-N.

Speaker speaker\_0: All right, this is 000 for security reasons and to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: Um, the address is 1406 McKinley Street, Fairfield, California 94523. And the date of birth is November 11, 1966.

Speaker speaker\_0: Thank you. We have a phone number on file, 510-710-4835. And you're-

Speaker speaker\_1: Yeah, that's cor- Yeah, that's correct.

Speaker speaker\_0: ... 888-740-9489 IT mail. Ms. Dang, you are not enrolled in our benefits. There's nothing there to cancel.

Speaker speaker\_1: Oh. Yeah, because I'm not sure because last year, uh, I got the 10, 1095. And they sent me out and I saw they charge me every month, it's \$117 per month. And then when the season ends, so I stopped working, and now I come back to work. So that's why I talk with my, uh, uh, HR and she say, "If you want to make sure of, uh, uh, enrollment, uh, just call there." It's called like, "Give me your phone number, so I just called to talk to you right now to make sure I enroll. If I already enrolled, uh, I could, uh, I need to ask your help to cancel it." But now you confirm, I'm not enrolled. Uh, so, so something it doesn't match what...

Speaker speaker\_0: All right. Is there anything else I can do for you?

Speaker speaker\_1: Uh, but can, can, can, can you ask... Can, can, can you answer my question? Why I receive a 1095 last year? I got checked, my \$179 per month for last year.

Speaker speaker\_0: Okay. So we... I don't see any enrollment here for you. It might have been from some other company. We do not send those out either.

Speaker speaker\_1: Oh, okay. Oh, okay. That's all. Uh, thank you for, for the information. I will talk with my HR again. If I have an issue, I could be con- call you right back or anything I need to do. Yeah. Thank you for the information.

Speaker speaker\_0: No problem. Okay. Thank you for giving us a call 000.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Have a great rest of the day.

Speaker speaker\_1: Yeah. Thank you, the same to you. Bye-bye.