

Transcript: Pamela

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Full Transcript

Thank you for calling Benevolent Fraternal Guard. This is Pamela speaking. How may I help you? Yeah, this is Angela Grzeca and, um, I want to cancel the insurance. I canceled it yesterday. I just want to make sure it's been canceled. Okay. Did you- You want a message? Did you receive a message or anything like that? No, I called yesterday to tell... And I told the lady I needed to cancel because the insurance won't help me. It, um, generic stuff and I'm not, um- Could you please confirm that it was canceled? Uh, well, I told her to cancel. I'm just trying to make sure it's canceled. Okay. Who do you work for, ma'am? Serge. May I have the last four digits of your Social? 4580. Your first and last name. Angela Grzeca. Ms. Grzeca, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Um, 6664 Pirate Cove, Hillsboro, Ohio, 45133. Born 9th, 2763. All right. We, uh, have the telephone number on file, 937-725-2928. Yes. And angela.grzeca- Grzeca. ... is your first and last name is you email at gmail.com? The what? All right. So, okay, so I'm gonna go ahead and process, process the cancellation because yesterday you did not confirm if you wanted to cancel or not since you was not sure if this was a scam. I'm going to go ahead and process the information. It takes one to, one to two weeks for all changes to be processed and you might- They said one to 10 days yesterday. Now you're saying two weeks. That's 14... That means you'll take money out of my check tomorrow and then you- It will... It will take- And you'll try to take- Ma'am? Yes. It might... They might take one or two deductions before it's completely canceled. No, they shouldn't take next week because it get... I called in yesterday. That's nine days. But you did not ask. You did not cancel it yesterday, ma'am. Well, it still don't matter. It's eight days. It's eight days is more than enough to cancel that insurance, because that is a fraud. I'm giving you the information of the- Ma'am, I'm giving you the information of the policy from Surge. We did our part here. If you now send your end. Well, I'm... Well, you're the one that ta- gets the money, so I want it canceled and I think it should be done. I shouldn't have to pay on it tomorrow and next week should not be taken out. There's nothing I can do with it, ma'am. I'm just trying to make sure- Yeah, I know. There's nothing none of you motherfuckers can do. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benevolent Fraternal Guard. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, this is Angela Grzeca and, um, I want to cancel the insurance. I canceled it yesterday. I just want to make sure it's been canceled.

Speaker speaker_0: Okay.

Speaker speaker_2: Did you-

Speaker speaker_0: You want a message? Did you receive a message or anything like that?

Speaker speaker_1: No, I called yesterday to tell... And I told the lady I needed to cancel because the insurance won't help me. It, um, generic stuff and I'm not, um-

Speaker speaker_0: Could you please confirm that it was canceled?

Speaker speaker_1: Uh, well, I told her to cancel. I'm just trying to make sure it's canceled.

Speaker speaker_0: Okay. Who do you work for, ma'am?

Speaker speaker_1: Serge.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 4580.

Speaker speaker_0: Your first and last name.

Speaker speaker_1: Angela Grzeca.

Speaker speaker_0: Ms. Grzeca, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Um, 6664 Pirate Cove, Hillsboro, Ohio, 45133. Born 9th, 2763.

Speaker speaker_0: All right. We, uh, have the telephone number on file, 937-725-2928.

Speaker speaker_1: Yes.

Speaker speaker_0: And angela.grzeca-

Speaker speaker_1: Grzeca.

Speaker speaker_0: ... is your first and last name is you email at gmail.com?

Speaker speaker_1: The what?

Speaker speaker_0: All right. So, okay, so I'm gonna go ahead and process, process the cancellation because yesterday you did not confirm if you wanted to cancel or not since you was not sure if this was a scam. I'm going to go ahead and process the information. It takes one to, one to two weeks for all changes to be processed and you might-

Speaker speaker_1: They said one to 10 days yesterday. Now you're saying two weeks. That's 14... That means you'll take money out of my check tomorrow and then you-

Speaker speaker_0: It will... It will take-

Speaker speaker_1: And you'll try to take-

Speaker speaker_0: Ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: It might... They might take one or two deductions before it's completely canceled.

Speaker speaker_1: No, they shouldn't take next week because it get... I called in yesterday. That's nine days.

Speaker speaker_0: But you did not ask. You did not cancel it yesterday, ma'am.

Speaker speaker_1: Well, it still don't matter. It's eight days. It's eight days is more than enough to cancel that insurance, because that is a fraud.

Speaker speaker_0: I'm giving you the information of the- Ma'am, I'm giving you the information of the policy from Surge. We did our part here. If you now send your end.

Speaker speaker_1: Well, I'm... Well, you're the one that ta- gets the money, so I want it canceled and I think it should be done. I shouldn't have to pay on it tomorrow and next week should not be taken out.

Speaker speaker_0: There's nothing I can do with it, ma'am. I'm just trying to make sure-

Speaker speaker_1: Yeah, I know. There's nothing none of you motherfuckers can do. Bye.