

Transcript: Pamela

Blanc-5799252109770752-6390231086874624

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Uh, yes. I am with, uh, employed through Surge Staffing and, um, I wanted to cancel the benefits that I have through them. All right. I don't want them in the first place. And you said Surge? Yes. All right. S-U-R-G-E. And what is the last four digits of your Social? 92... 92? 9232. ...32. And your first and last name, sir? Uh, Terry, T-E-R-R-Y, and Whisman, W-H-I-S-M-A-N. Mr. Whisman, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, my address is 1553 Heather View Lane, Heath, Ohio 43056, and my date of birth is 02/12/1977. Thank you for the information. We have a telephone number on file, 614-749-2642. And your email is te- terry880@gmail. com. I'm sorry, @yahoo.com? Yes. All right. I will proceed with the cancellation. It does take one to two weeks for all changes to be processed, and you might experience one or two deductions before it's completely canceled. Is there anything else I could do for you? Okay. Yep, that'll do. All right, thank you for giving us a call today. Have a great rest of the day. All right. You're welcome. Thank you. Bye-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 in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yes. I am with, uh, employed through Surge Staffing and, um, I wanted to cancel the benefits that I have through them.

Speaker speaker_1: All right.

Speaker speaker_2: I don't want them in the first place.

Speaker speaker_1: And you said Surge?

Speaker speaker_2: Yes.

Speaker speaker_1: All right.

Speaker speaker_2: S-U-R-G-E.

Speaker speaker_1: And what is the last four digits of your Social?

Speaker speaker_2: 92...

Speaker speaker_1: 92?

Speaker speaker_2: 9232.

Speaker speaker_1: ...32. And your first and last name, sir?

Speaker speaker_2: Uh, Terry, T-E-R-R-Y, and Whisman, W-H-I-S-M-A-N.

Speaker speaker_1: Mr. Whisman, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Uh, my address is 1553 Heather View Lane, Heath, Ohio 43056, and my date of birth is 02/12/1977.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 614-749-2642. And your email is te- terry880@gmail. com. I'm sorry, @yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I will proceed with the cancellation. It does take one to two weeks for all changes to be processed, and you might experience one or two deductions before it's completely canceled. Is there anything else I could do for you?

Speaker speaker_2: Okay. Yep, that'll do.

Speaker speaker_1: All right, thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: All right. You're welcome. Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye-bye.