

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? How you doing, Pamela? My name is Joshua Wagner. I am calling today because I would like to un-enroll in the Benefits in a Card program. I'm pulling out 'cause I'm, I'm getting hired full time with a company and I'ma go onto their insurance and their benefit, uh, program. And you said Wagner? Yes, Wagner. W-A-G-N-E-R. First name Joshua. Can I have the last four digits of the Social? Last four digits, 4498. Okay. And, okay, so Wagner is the staffing agency you work for or is that your last name? Uh, Wagner is my last name. Oh, okay. I work for the Staffing Agency Resource, uh-huh. Okay. All right. Mr. Wagner, 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? Yes. Uh, birthdate, uh, June 4th, 1988. And my address is 212 Royal Fern Drive, Clemmons, North Carolina, 27012. Okay. We have a phone number of 5252-327-9497. Yes, ma'am. Uh-huh. Mr. Wagner, you wanna cancel everything that you are enrolled in? Yes, ma'am. Yes, ma'am. So the process of the cancellations does take one to two weeks for all changes to be processed. Uh-huh. Um, you might experience one or two deductions. It all depends when your last day will be. And, uh- That's fine. Okay. So... See, so... Is there anything else I could do for you, sir? No, ma'am. That was all. That was all, ma'am. I just wanted to un-enroll 'cause I'm, uh, going permanent. I'm going, um, uh, to a full time p- uh, well, a permanent position with a company and I'm going to be basically enrolled in theirs, enrolling in their benefits and insurance. Okay. Completely understand. Thank you for the information, sir. Have a great rest of the day. Okay, thank you. Uh-huh, you too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: How you doing, Pamela? My name is Joshua Wagner. I am calling today because I would like to un-enroll in the Benefits in a Card program. I'm pulling out 'cause I'm, I'm getting hired full time with a company and I'ma go onto their insurance and their benefit, uh, program.

Speaker speaker\_0: And you said Wagner?

Speaker speaker\_1: Yes, Wagner. W-A-G-N-E-R. First name Joshua.

Speaker speaker\_0: Can I have the last four digits of the Social?

Speaker speaker\_1: Last four digits, 4498.

Speaker speaker\_0: Okay. And, okay, so Wagner is the staffing agency you work for or is that your last name?

Speaker speaker\_1: Uh, Wagner is my last name.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: I work for the Staffing Agency Resource, uh-huh.

Speaker speaker\_0: Okay. All right. Mr. Wagner, 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\_1: Yes. Uh, birthdate, uh, June 4th, 1988. And my address is 212 Royal Fern Drive, Clemmons, North Carolina, 27012.

Speaker speaker\_0: Okay. We have a phone number of 5252-327-9497.

Speaker speaker\_1: Yes, ma'am. Uh-huh.

Speaker speaker\_0: Mr. Wagner, you wanna cancel everything that you are enrolled in?

Speaker speaker\_1: Yes, ma'am. Yes, ma'am.

Speaker speaker\_0: So the process of the cancellations does take one to two weeks for all changes to be processed.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Um, you might experience one or two deductions. It all depends when your last day will be. And, uh-

Speaker speaker\_1: That's fine.

Speaker speaker\_0: Okay. So... See, so... Is there anything else I could do for you, sir?

Speaker speaker\_1: No, ma'am. That was all. That was all, ma'am. I just wanted to un-enroll 'cause I'm, uh, going permanent. I'm going, um, uh, to a full time p- uh, well, a permanent position with a company and I'm going to be basically enrolled in theirs, enrolling in their benefits and insurance.

Speaker speaker\_0: Okay. Completely understand. Thank you for the information, sir. Have a great rest of the day.

Speaker speaker\_1: Okay, thank you. Uh-huh, you too.