

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Pamela speaking, how may I help you? Hello, ... my name is Samantha. Um, I'm calling because, um, you guys... I wanna unenroll myself for the... What is it, what is it? Um, the insurance. I don't wanna un-enroll myself, yeah. Okay. And who do you work for? Um, I work for the HC Geodis. I need the name of the staffing agency. Um, Search. Search? Yeah, Search. May I have the last four digits of your Social, Samantha? Yes. 5625. And what was your last name again? Mateo. Mateo. And when did you start working for Search? Um, October 14th. My first day at the warehouse. And you said the last four digits of your Social is 5627, right? No. 5625. Oh. Sorry about that. All right. Can we verify your complete address and date of birth for security reasons to make sure I am ... with the correct file? Yes, my address is 1928 West Hammerley, 89031, North Las Vegas. Do you know the ZIP code area? My ZIP code is 89031. And what was the date of birth? March 7, 2000. Thank you. We have a phone number on file, 702-753-3306 and your email is sammateo770@gmail. Yes. Okay. So the process for the cancellation takes one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Okay, so it might take it from my check, for like next week's check and the other weeks? Yes. Most likely. Okay. Okay, yeah. I just wanted to un-enroll myself because I don't want... I don't need- I don't need it. No problem. Thank you for giving us a call. 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 on a Card, this is Pamela speaking, how may I help you?

Speaker speaker_2: Hello, ... my name is Samantha. Um, I'm calling because, um, you guys... I wanna unenroll myself for the... What is it, what is it? Um, the insurance. I don't wanna un-enroll myself, yeah.

Speaker speaker_1: Okay. And who do you work for?

Speaker speaker_2: Um, I work for the HC Geodis.

Speaker speaker_1: I need the name of the staffing agency.

Speaker speaker_2: Um, Search.

Speaker speaker_1: Search?

Speaker speaker_2: Yeah, Search.

Speaker speaker_1: May I have the last four digits of your Social, Samantha?

Speaker speaker_2: Yes. 5625.

Speaker speaker_1: And what was your last name again?

Speaker speaker_2: Mateo.

Speaker speaker_1: Mateo. And when did you start working for Search?

Speaker speaker_2: Um, October 14th. My first day at the warehouse.

Speaker speaker_1: And you said the last four digits of your Social is 5627, right?

Speaker speaker_2: No. 5625.

Speaker speaker_1: Oh. Sorry about that. All right. Can we verify your complete address and date of birth for security reasons to make sure I am ... with the correct file?

Speaker speaker_2: Yes, my address is 1928 West Hammerley, 89031, North Las Vegas.

Speaker speaker_1: Do you know the ZIP code area?

Speaker speaker_2: My ZIP code is 89031.

Speaker speaker_1: And what was the date of birth?

Speaker speaker_2: March 7, 2000.

Speaker speaker_1: Thank you. We have a phone number on file, 702-753-3306 and your email is sammateo770@gmail.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So the process for the cancellation takes one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled.

Speaker speaker_2: Okay, so it might take it from my check, for like next week's check and the other weeks?

Speaker speaker_1: Yes. Most likely.

Speaker speaker_2: Okay. Okay, yeah. I just wanted to un-enroll myself because I don't want... I don't need- I don't need it.

Speaker speaker_1: No problem. Thank you for giving us a call.

Speaker speaker_2: Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye-bye.