

Transcript: Pamela

Blanc-5925401918390272-6062718431739904

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? Hi there. Good afternoon, Pamela. My name is Michael Kennedy. I was calling because, um, I want to opt out of my benefits through my, uh, a-, uh, staff agency. And who do you work for? I work, uh, for TRC Staffing Solutions. TRC? Yes, ma'am. May I have the last four digits of your Social? It's 2706. 2706. Uh-huh. Can you repeat your name for me, sir, please? It's Michael Kennedy. And you say you work for TRC? Yes, ma'am. The last four are 2706? Yes, ma'am, 2706. Uh-huh. I'm employed at... I'm at... I'm employed at Flex Tronics and my staff, um... I'm employed through TRC, the temp agency. Okay. That's where I have... That's where I have the benefits through. And when did you started working for them? When I started working for TRC? Mm-hmm. I started working for TRC in, uh, it was May of this year. Okay. Let me check because it's not coming up with your, with your last four. Give me one second. Do you need... Do you need my policy number? No, it will come up like that. I think I found it. Mr. Kennedy, for security reasons and just to make sure we are in the correct file, can we please verify the complete address and date of birth? It should be 5610 Fair Road, apartment C4, Columbia, South Carolina, 29203. And my birthday is 01/02/1993. Okay. Thank you for the information. We have a telephone number on file, 803-661-4880, and your email is your first name, last name, 58 at gmail.com. Yep. That's correct. Do you want to cancel the benefits? Yes, ma'am, I do. So the cancellation process does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. All right. Anything else I can do for you, sir? No, ma'am. That's it. All right. Thank you for giving us a call. Have a great rest of the day. All right. You too.

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: Hi there. Good afternoon, Pamela. My name is Michael Kennedy. I was calling because, um, I want to opt out of my benefits through my, uh, a-, uh, staff agency.

Speaker speaker_1: And who do you work for?

Speaker speaker_2: I work, uh, for TRC Staffing Solutions.

Speaker speaker_1: TRC?

Speaker speaker_2: Yes, ma'am.

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

Speaker speaker_2: It's 2706.

Speaker speaker_1: 2706.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Can you repeat your name for me, sir, please?

Speaker speaker_2: It's Michael Kennedy.

Speaker speaker_1: And you say you work for TRC?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: The last four are 2706?

Speaker speaker_2: Yes, ma'am, 2706. Uh-huh. I'm employed at... I'm at... I'm employed at Flex Tronics and my staff, um... I'm employed through TRC, the temp agency.

Speaker speaker_1: Okay.

Speaker speaker_2: That's where I have... That's where I have the benefits through.

Speaker speaker_1: And when did you started working for them?

Speaker speaker_2: When I started working for TRC?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I started working for TRC in, uh, it was May of this year.

Speaker speaker_1: Okay. Let me check because it's not coming up with your, with your last four. Give me one second.

Speaker speaker_2: Do you need... Do you need my policy number?

Speaker speaker_1: No, it will come up like that. I think I found it. Mr. Kennedy, for security reasons and just to make sure we are in the correct file, can we please verify the complete address and date of birth?

Speaker speaker_2: It should be 5610 Fair Road, apartment C4, Columbia, South Carolina, 29203. And my birthday is 01/02/1993.

Speaker speaker_1: Okay. Thank you for the information. We have a telephone number on file, 803-661-4880, and your email is your first name, last name, 58 at gmail.com.

Speaker speaker_2: Yep. That's correct.

Speaker speaker_1: Do you want to cancel the benefits?

Speaker speaker_2: Yes, ma'am, I do.

Speaker speaker_1: So the cancellation process does take 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: All right.

Speaker speaker_1: Anything else I can do for you, sir?

Speaker speaker_2: No, ma'am. That's it.

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

Speaker speaker_2: All right. You too.