

## **Transcript: Pamela**

**Blanc-5932433140137984-5295851609571328**

### **Full Transcript**

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Yes, um, excuse me, I'm with Crown Services. My name is Cheryl Nash and I want to make sure that my insurance has been canceled. You said Crown? Crown Services. Okay. May I have the last four digits of your Social? 0439. 0439. Your first and last name? Cheryl Nash, N-A-S-H. Ms. Nash, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of, date of birth? 30, 30, excuse me, 3923 Elton Drive, number 50, Middletown, Ohio, 45044. My birthday is 11-19-1954. Thank you for the information. We have a telephone number of 5513-344-2292. That is correct. All right. Okay, so your benefits are declined. Is there anything else I could do for you? Yeah, I just, I just wanted to make sure that, th-, that the insurance is, is canceled. Were you not enrolled with us? Did you receive a message or anything like that? No, I have not. I just want to make sure, I am not enrolled. Is that correct? Yes, ma'am. Okay, thank you very much. No problem. Mm, bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Yes, um, excuse me, I'm with Crown Services. My name is Cheryl Nash and I want to make sure that my insurance has been canceled.

Speaker speaker\_0: You said Crown?

Speaker speaker\_1: Crown Services.

Speaker speaker\_0: Okay. May I have the last four digits of your Social?

Speaker speaker\_1: 0439.

Speaker speaker\_0: 0439. Your first and last name?

Speaker speaker\_1: Cheryl Nash, N-A-S-H.

Speaker speaker\_0: Ms. Nash, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of, date of birth?

Speaker speaker\_1: 30, 30, excuse me, 3923 Elton Drive, number 50, Middletown, Ohio, 45044. My birthday is 11-19-1954.

Speaker speaker\_0: Thank you for the information. We have a telephone number of 5513-344-2292.

Speaker speaker\_1: That is correct.

Speaker speaker\_0: All right. Okay, so your benefits are declined. Is there anything else I could do for you?

Speaker speaker\_1: Yeah, I just, I just wanted to make sure that, th-, that the insurance is, is canceled.

Speaker speaker\_0: Were you not enrolled with us? Did you receive a message or anything like that?

Speaker speaker\_1: No, I have not. I just want to make sure, I am not enrolled. Is that correct?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay, thank you very much.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Mm, bye.

Speaker speaker\_0: Bye.