

## **Transcript: Pamela**

**Blanc-5959926453157888-4991279375106048**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Pamela speaking. How may I help you? This is Sam from APL. I have an on the line and he needs to cancel his coverage. Um, and may I have the name of the staffing agency he works for? It's Management Analysis and Utilization, or MAU. And do you know the last four digits of their Social? Uh, three, four, five, six. And his first and last name? Henry Robinson. Thank you. Um, were you able to verify, verify his, um, address? I did verify his birthday, address and email address. Thank you. You can go ahead and transfer. Okay. And I do have a callback number. Do you need that? Uh, that's 864-386-5213? Um, no, no, ma'am. Oh, that's our number, I believe. Um, but his is 864-934-0898. All right. Thank you. All right. Yes, ma'am. All right, here he comes. Thank you. Sure. I am so sorry. I think I'm gonna get him. Just a second. Uh... Okay, okay, here he comes now. I am so sorry. That's all right. Mr. Robinson? Yes. Thank you for, um, holding up. Um, I'm Pamela from Benefits in a Cart. I will be assisting you. And Miss Mary said that you would- All right. ... like to cancel benefits? Yes. All right. And you want to cancel everything? Everything. All right. The process of the cancellation takes seven to t- I mean, I'm sorry, one to two weeks for all changes to be processed. Okay. You might experience one or two deductions before it's completely canceled. Is there anything else I can- All right. ... provide for you? No, that would be all. All right, thank you for giving us a call today. Have a great rest of the day. 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 Cart. This is Pamela speaking. How may I help you?

Speaker speaker\_2: This is Sam from APL. I have an

Speaker speaker\_3: on the line and he needs to cancel his coverage.

Speaker speaker\_1: Um, and may I have the name of the staffing agency he works for?

Speaker speaker\_2: It's Management Analysis and Utilization, or MAU.

Speaker speaker\_1: And do you know the last four digits of their Social?

Speaker speaker\_2: Uh, three, four, five, six.

Speaker speaker\_1: And his first and last name?

Speaker speaker\_2: Henry Robinson.

Speaker speaker\_1: Thank you. Um, were you able to verify, verify his, um, address?

Speaker speaker\_2: I did verify his birthday, address and email address.

Speaker speaker\_1: Thank you. You can go ahead and transfer.

Speaker speaker\_2: Okay. And I do have a callback number. Do you need that?

Speaker speaker\_1: Uh, that's 864-386-5213?

Speaker speaker\_2: Um, no, no, ma'am. Oh, that's our number, I believe. Um, but his is 864-934-0898.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_2: All right. Yes, ma'am. All right, here he comes. Thank you.

Speaker speaker\_1: Sure.

Speaker speaker\_2: I am so sorry. I think I'm gonna get him. Just a second. Uh... Okay, okay, here he comes now. I am so sorry.

Speaker speaker\_1: That's all right. Mr. Robinson?

Speaker speaker\_3: Yes.

Speaker speaker\_1: Thank you for, um, holding up. Um, I'm Pamela from Benefits in a Cart. I will be assisting you. And Miss Mary said that you would-

Speaker speaker\_3: All right.

Speaker speaker\_1: ... like to cancel benefits?

Speaker speaker\_3: Yes.

Speaker speaker\_1: All right. And you want to cancel everything?

Speaker speaker\_3: Everything.

Speaker speaker\_1: All right. The process of the cancellation takes seven to t- I mean, I'm sorry, one to two weeks for all changes to be processed.

Speaker speaker\_3: Okay.

Speaker speaker\_1: You might experience one or two deductions before it's completely canceled. Is there anything else I can-

Speaker speaker\_3: All right.

Speaker speaker\_1: ... provide for you?

Speaker speaker\_3: No, that would be all.

Speaker speaker\_1: All right, thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_3: You, too.