

## **Transcript: Pamela**

**Blanc-6107389630398464-5565513085009920**

### **Full Transcript**

Thank you for calling Benefits Center Call. This is Pamela speaking. How may I help you? Yeah, my name is, uh, Gana Diallo and I'm trying to stop my, uh, insurance. You said you want to...? Cancel my insurance. Okay. Who do you work for? Uh, church staffy. May I have the last four digits of your social? Uh, 2498. 2498? Yeah. Your first and last name? Gana, G-A-N-A, and last name D-I-A-L-L-O. Mr. Diallo, 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? Yeah. 728 Countryside Ln., Apartment 11, Sidney, Ohio 45365. And the date of birth is, uh, 02/04/1977. Thank you for the information. Let's see. I have a telephone number on file. 4192... 721-9824. Okay. Yes. I'm going to need to process the cancellation. It takes one to two weeks for all changes to be processed. You might experience- Mm-hmm. ... one or two deductions before it's completely canceled. Okay. All right. Anything else- All right. ... I could do for you, sir? All right. No, that'll be it. All right. Thank you for giving us a call. Have a great rest of the day.

### **Conversation Format**

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

Speaker speaker\_1: Yeah, my name is, uh, Gana Diallo and I'm trying to stop my, uh, insurance.

Speaker speaker\_0: You said you want to...?

Speaker speaker\_1: Cancel my insurance.

Speaker speaker\_0: Okay. Who do you work for?

Speaker speaker\_1: Uh, church staffy.

Speaker speaker\_0: May I have the last four digits of your social?

Speaker speaker\_1: Uh, 2498.

Speaker speaker\_0: 2498?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Gana, G-A-N-A, and last name D-I-A-L-L-O.

Speaker speaker\_0: Mr. Diallo, 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: Yeah. 728 Countryside Ln., Apartment 11, Sidney, Ohio 45365. And the date of birth is, uh, 02/04/1977.

Speaker speaker\_0: Thank you for the information. Let's see. I have a telephone number on file. 4192... 721-9824. Okay.

Speaker speaker\_1: Yes.

Speaker speaker\_0: I'm going to need to process the cancellation. It takes one to two weeks for all changes to be processed. You might experience-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... one or two deductions before it's completely canceled.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Anything else-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... I could do for you, sir?

Speaker speaker\_1: All right. No, that'll be it.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a great rest of the day.