

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? Oh, hi. Um, I work for American Staff Corps, and I need to make changes to my coverage for next year. Okay, and may I have the last three digits of the Social? The last four? Yes, ma'am. Two, four, seven, zero. Your first and last name? Riley Irvin. Ms. Irvin, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. 8203 North 120th East Avenue, Owasso, Oklahoma 74055. Birthday is 12/19/2002. Thank you for the information. We have a phone number on file. Um, two... 234-301-7899 and 808-282-8947. Correct. And email is your first name, last name @2021@gmail.com. Correct. Okay. And what would you like to change in your benefits, ma'am? I want to c- cancel the dental and if there's any vision. I just want to cancel those. Okay. Okay, dental and vision. So you will stay with the medical part? Yes. Okay, so the process of the cancellation, it does take one to two weeks for all changes to be processed, and you might experience that one or two deductions before it's completely canceled, the dental and vision. Okay. All right. Is there anything else I could do for you, ma'am? That is all. Thank you very much. All right. Thank you for giving us a call. Have a great rest of the day. Thank you. 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 on a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Oh, hi. Um, I work for American Staff Corps, and I need to make changes to my coverage for next year.

Speaker speaker_1: Okay, and may I have the last three digits of the Social?

Speaker speaker_2: The last four?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Two, four, seven, zero.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Riley Irvin.

Speaker speaker_1: Ms. Irvin, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_2: 8203 North 120th East Avenue, Owasso, Oklahoma 74055. Birthday is 12/19/2002.

Speaker speaker_1: Thank you for the information. We have a phone number on file. Um, two... 234-301-7899 and 808-282-8947.

Speaker speaker_2: Correct.

Speaker speaker_1: And email is your first name, last name @2021@gmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And what would you like to change in your benefits, ma'am?

Speaker speaker_2: I want to c- cancel the dental and if there's any vision. I just want to cancel those.

Speaker speaker_1: Okay. Okay, dental and vision. So you will stay with the medical part?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so the process of the cancellation, it does take one to two weeks for all changes to be processed, and you might experience that one or two deductions before it's completely canceled, the dental and vision.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Is there anything else I could do for you, ma'am?

Speaker speaker_2: That is all. Thank you very much.

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

Speaker speaker_2: Thank you. You, too.