

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hello. Hi. This is Wazir Sultan Mir. Uh, I called regarding about my healthcare card. I want to cancel my healthcare card. And who do you work for? I work for Focus Workforce. Focus? Yeah. May I have the last four digits of your social? Yes. It's, uh, 3727. Your first and last name? My first name is Wazir Sultan, last name Mir, M-I-R. All right. Mr. Mir, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. My date of birth is February 5th, 2000, and my, uh, address is 22409, Apartment One, Cottonwood Drive, Forley, Kansas. Zip- zip code is 66442. Thank you. We have a phone number on file which is 603-600-1587. Correct. And your first name, your last name, I mean your middle name, uh, Yahoo is your email. Yes. Okay. So the process of the cancellation takes one to two weeks. You might experience one or two deductions before it's completely canceled. Uh- Okay. ... is there anything else I could do for you, sir? No, ma'am. That is it. All right. So my process for cancellation has started, right? Yes, sir. Thank you so much. And that's it. Thank you for giving us a call. Have a great rest of the day. You're welcome. You're welcome. Thank you.

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 Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hello. Hi. This is Wazir Sultan Mir. Uh, I called regarding about my healthcare card. I want to cancel my healthcare card.

Speaker speaker_1: And who do you work for?

Speaker speaker_2: I work for Focus Workforce.

Speaker speaker_1: Focus?

Speaker speaker_2: Yeah.

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

Speaker speaker_2: Yes. It's, uh, 3727.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: My first name is Wazir Sultan, last name Mir, M-I-R.

Speaker speaker_1: All right. Mr. Mir, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Yes. My date of birth is February 5th, 2000, and my, uh, address is 22409, Apartment One, Cottonwood Drive, Forley, Kansas. Zip- zip code is 66442.

Speaker speaker_1: Thank you. We have a phone number on file which is 603-600-1587.

Speaker speaker_2: Correct.

Speaker speaker_1: And your first name, your last name, I mean your middle name, uh, Yahoo is your email.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So the process of the cancellation takes one to two weeks. You might experience one or two deductions before it's completely canceled. Uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... is there anything else I could do for you, sir?

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

Speaker speaker_1: All right.

Speaker speaker_2: So my process for cancellation has started, right?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Thank you so much. And that's it.

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

Speaker speaker_2: You're welcome. You're welcome. Thank you.