

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 Accord. This is Pamela speaking. How may I help you? Yes, I would like to re-resign, withdraw, whatever. I don't want to be a part of this. Um, I work for Surge. And that's the last eight digits of your social? 9932. What's in- Uh, what's the name of the staffing agency you work for? Uh, st- uh, Surge. Your first and last name, ma'am? Injure Ashley. Yes. For security reasons, I need to make sure we have your correct file. Can you please verify your complete address and date of birth? Um, my date of birth is February 12th, 1995. And my address, um, on there, I believe, is 3100 Lincoln Drive, Tifton, Georgia, 31794. Thank you for the information. We have your telephone number on file to 294459317. Yes. So I see that you were already enrolled. Can you please- No, I don't want to enroll. I want to un-enroll. I completely understand. I'm just letting you know that you were already enrolled, and I will go ahead and process the cancellation. Okay. And what- what quite is this? Because I don't know. It's a preventive care plan. It's a medical health insurance. Okay. All right. So the process of the cancellation takes one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Okay. All right. Anything else I could do for you? No. All right. Thank you for calling Benefits in Accord. Have a great rest of your day.

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

Speaker speaker_2: Yes, I would like to re- resign, withdraw, whatever. I don't want to be a part of this. Um, I work for Surge.

Speaker speaker_1: And that's the last eight digits of your social?

Speaker speaker_2: 9932.

Speaker speaker_1: What's in- Uh, what's the name of the staffing agency you work for?

Speaker speaker_2: Uh, st- uh, Surge.

Speaker speaker_1: Your first and last name, ma'am?

Speaker speaker_2: Injure Ashley.

Speaker speaker_1: Yes. For security reasons, I need to make sure we have your correct file. Can you please verify your complete address and date of birth?

Speaker speaker_2: Um, my date of birth is February 12th, 1995. And my address, um, on there, I believe, is 3100 Lincoln Drive, Tifton, Georgia, 31794.

Speaker speaker_1: Thank you for the information. We have your telephone number on file to 294459317.

Speaker speaker_2: Yes.

Speaker speaker_1: So I see that you were already enrolled. Can you please-

Speaker speaker_2: No, I don't want to enroll. I want to un-enroll.

Speaker speaker_1: I completely understand. I'm just letting you know that you were already enrolled, and I will go ahead and process the cancellation.

Speaker speaker_2: Okay. And what- what quite is this? Because I don't know.

Speaker speaker_1: It's a preventive care plan. It's a medical health insurance.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. So the process of the cancellation takes one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Anything else I could do for you?

Speaker speaker_2: No.

Speaker speaker_1: All right. Thank you for calling Benefits in Accord. Have a great rest of your day.