

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 Car. This is Pamela speaking. How may I help you? Hi. Uh, my name is Michael Allen. I just started, uh, getting health insurance from you guys not too long ago through my, uh, through my work, and I don't think I'm gonna be able... I don't have... Not working enough to really pay, you know, pay weekly for it, and I'm already covered on OHP, so I was wondering if I could just cancel the, the medical policy through you guys. Okay. And who do you work for? BGSF. BGSF. And the last four digits of your Social? 0448. And you say your first name and last name, sir? Michael Allen. Mr. Allen, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 92788. Oh, sorry, excuse me, hold on. And then 12339 Southeast or, yeah, Northeast Hospital Street, in Portland, Oregon 97230. Thank you for the information. We have a telephone number on file. Uh, 503-490-4410, and your email is your last name, first name, 88@gmail.com. Yes. All right. I proceed to cancel the benefits. Is there anything else I could do for you? No. That was all, just to cancel any of the medical, dental, whatever benefits that I had set up. No problem. Thank you for giving us a call today. Have a great rest of the day. Thank you very much. You too. Bye.

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

Speaker speaker_2: Hi. Uh, my name is Michael Allen. I just started, uh, getting health insurance from you guys not too long ago through my, uh, through my work, and I don't think I'm gonna be able... I don't have... Not working enough to really pay, you know, pay weekly for it, and I'm already covered on OHP, so I was wondering if I could just cancel the, the medical policy through you guys.

Speaker speaker_1: Okay. And who do you work for?

Speaker speaker_2: BGSF.

Speaker speaker_1: BGSF. And the last four digits of your Social?

Speaker speaker_2: 0448.

Speaker speaker_1: And you say your first name and last name, sir?

Speaker speaker_2: Michael Allen.

Speaker speaker_1: Mr. Allen, 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: 92788. Oh, sorry, excuse me, hold on. And then 12339 Southeast or, yeah, Northeast Hos- uh, Hospital Street, in Portland, Oregon 97230.

Speaker speaker_1: Thank you for the information. We have a telephone number on file. Uh, 503-490-4410, and your email is your last name, first name, 88@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I proceed to cancel the benefits. Is there anything else I could do for you?

Speaker speaker_2: No. That was all, just to cancel any of the medical, dental, whatever benefits that I had set up.

Speaker speaker_1: No problem. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: Thank you very much. You too. Bye.