

Transcript: Pamela

Blanc-6504736720338944-5297210154729472

Full Transcript

... the call. Benefits This is Sandra speaking. How may I help you? Um, good morning. Um, I'm calling because, um, I work for Vestela Terra Staffing Agency, and I've seen on my paycheck that I have, um, vision, dental benefits like that, but I already have my own insurance. So I'm trying to call to get took off of that. I don't want it, like I don't need it. And you say you work for Vestela? Yeah. May I have the last four digits of your... copy of the file? The last four digits of my... The last four digits of my Social Security number? Yes, sir. Hello? Oh, it is 2114. This is John. Can you hear me? Yes, sir. 2114. All right. And your first and last name? John Allen. Give me one second. John Allen. This is going a little slow. It's okay. Mr. Allen, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. It's 12611 Northeast 99th Street, Vancouver, Washington, and my date of birth is 12/13/1985. Thank you for the information. We have a telephone number on file, which is 510-816-8940, and the email's kj943406 at gmail.com. Yes. Okay. So, the reason you have the insurance is through a court order for you and your child. Uh-huh. And unfortunately- Oh, I got it. Hmm? Uh-huh. I'm listening. Unfor- unfortunately, we cannot cancel. It has to come through the court in order for it to- So what child- ... that- So what child is it for? I don't have that information. I could provide you with the court... that, um... The court... Yeah, provide me with the court. Information. See. So this is from... Solano, Texas. Hmm. From San Francis- San Francisco, California. San Francisco? Yes. All right, thank you. I know where... I know what that is. All right, thank you. I appreciate it. No problem, sir. Thank you for giving us a call. Have a great rest of the day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: ... the call.

Speaker speaker_1: Benefits

Speaker speaker_2: This is Sandra speaking. How may I help you?

Speaker speaker_0: Um, good morning. Um, I'm calling because, um, I work for Vestela Terra Staffing Agency, and I've seen on my paycheck that I have, um, vision, dental benefits like that, but I already have my own insurance. So I'm trying to call to get took off of that. I don't want it, like I don't need it.

Speaker speaker_1: And you say you work for Vestela?

Speaker speaker_0: Yeah.

Speaker speaker_1: May I have the last four digits of your... copy of the file?

Speaker speaker_0: The last four digits of my... The last four digits of my Social Security number?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Hello? Oh, it is 2114.

Speaker speaker_1: This is John.

Speaker speaker_0: Can you hear me?

Speaker speaker_1: Yes, sir. 2114.

Speaker speaker_0: All right.

Speaker speaker_1: And your first and last name?

Speaker speaker_0: John Allen.

Speaker speaker_1: Give me one second. John Allen. This is going a little slow.

Speaker speaker_0: It's okay.

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

Speaker speaker_0: It's 12611 Northeast 99th Street, Vancouver, Washington, and my date of birth is 12/13/1985.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, which is 510-816-8940, and the email's kj943406 at gmail.com.

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. So, the reason you have the insurance is through a court order for you and your child.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: And unfortunately-

Speaker speaker_0: Oh, I got it.

Speaker speaker_1: Hmm?

Speaker speaker_0: Uh-huh. I'm listening.

Speaker speaker_1: Unfor- unfortunately, we cannot cancel. It has to come through the court in order for it to-

Speaker speaker_0: So what child-

Speaker speaker_1: ... that-

Speaker speaker_0: So what child is it for?

Speaker speaker_1: I don't have that information. I could provide you with the court... that, um...

Speaker speaker_0: The court... Yeah, provide me with the court.

Speaker speaker_1: Information. See. So this is from... Solano, Texas.

Speaker speaker_0: Hmm.

Speaker speaker_1: From San Francis- San Francisco, California.

Speaker speaker_0: San Francisco?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, thank you. I know where... I know what that is. All right, thank you. I appreciate it.

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

Speaker speaker_0: You too. Bye-bye.