

## **Transcript: Pamela**

**Blanc-6583237058543616-6056230512017408**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking, how may I help you? Hi. I would just like to cancel, um, my insurance please. Who do you work for, ma'am? Uh, HSS. Okay. May I have the last four digits of your Social? 4433. You said HSS? Yep. HSS, yep. Um, and your first and last name. Sabrina Teixeira. Let's see. Once again. I'm sorry, the system is so slow. ... six area for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yeah. October 16, 1998. 244 Southwest 21st Street, Fort Lauderdale. Can you, um, tell me the ZIP code in your area, please? 33315. Thank you. We have the telephone number on file, 954-290-2177. Is that a- Yeah. ... accurate number? All right. All right. I'm going to go ahead and cancel the benefits. It takes one to two weeks for all changes to be processed. You might experience one or two deductions. Well, actually no, because it, it hasn't been, it's not out yet. All right. So I went ahead and canceled the benefits. All right, thank you. All right. Can I get an email for that, like a receipt or anything? Do I need any documentation? I could, I could ask for, um, an email to be sent out to you, to you. The email we have on file is your first name, last name, 234@Gmail.com? Yes. It might take up, 24 hours for you to receive it, and it's coming from info@benefitsinacard. Okay, thank you. All right, thank you. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking, how may I help you?

Speaker speaker\_1: Hi. I would just like to cancel, um, my insurance please.

Speaker speaker\_0: Who do you work for, ma'am?

Speaker speaker\_1: Uh, HSS.

Speaker speaker\_0: Okay. May I have the last four digits of your Social?

Speaker speaker\_1: 4433.

Speaker speaker\_0: You said HSS?

Speaker speaker\_1: Yep. HSS, yep.

Speaker speaker\_0: Um, and your first and last name.

Speaker speaker\_1: Sabrina Teixeira.

Speaker speaker\_0: Let's see. Once again. I'm sorry, the system is so slow. ... six area for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: Yeah. October 16, 1998. 244 Southwest 21st Street, Fort Lauderdale.

Speaker speaker\_0: Can you, um, tell me the ZIP code in your area, please?

Speaker speaker\_1: 33315.

Speaker speaker\_0: Thank you. We have the telephone number on file, 954-290-2177. Is that a-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... accurate number? All right. All right. I'm going to go ahead and cancel the benefits. It takes one to two weeks for all changes to be processed. You might experience one or two deductions. Well, actually no, because it, it hasn't been, it's not out yet.

Speaker speaker\_1: All right.

Speaker speaker\_0: So I went ahead and canceled the benefits.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: All right.

Speaker speaker\_1: Can I get an email for that, like a receipt or anything? Do I need any documentation?

Speaker speaker\_0: I could, I could ask for, um, an email to be sent out to you, to you. The email we have on file is your first name, last name, 234@Gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: It might take up, 24 hours for you to receive it, and it's coming from info@benefitsinacard.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: All right, thank you.

Speaker speaker\_1: Thank you.