

Transcript: Pamela

Blanc-6585082018840576-5842747018493952

Full Transcript

Thank you for calling by Cigna ... This is Pamela speaking. How may I help you? Hi. I wanted to make sure that I opted out of the insurance. All right. Who you work for? Uh, Surge. Okay. May I have the last four digits of your Social? Sure. 0290- The first and last name, sir. Okay. You asked a question? Oh, I'm sorry. For, I'm sorry, I apologize. Mark Hughes. This is huge. For security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Sure. Uh, uh, 12277 5373 Austell Road, Austell, Georgia 30106. Thank you for the information. We have a telephone number on file 773-877-3877. Correct. All right. I'm going to go ahead and be finding you out in a moment. Is there anything else I could do for you, sir? No, that was it. I appreciate it. All right. Have a good rest of the day, sir. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling by Cigna ... This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. I wanted to make sure that I opted out of the insurance.

Speaker speaker_0: All right. Who you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: Okay. May I have the last four digits of your Social?

Speaker speaker_1: Sure. 0290-

Speaker speaker_0: The first and last name, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: You asked a question?

Speaker speaker_1: Oh, I'm sorry. For, I'm sorry, I apologize. Mark Hughes.

Speaker speaker_0: This is huge. 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_1: Sure. Uh, uh, 12277 5373 Austell Road, Austell, Georgia 30106.

Speaker speaker_0: Thank you for the information. We have a telephone number on file 773-877-3877.

Speaker speaker_1: Correct.

Speaker speaker_0: All right. I'm going to go ahead and be finding you out in a moment. Is there anything else I could do for you, sir?

Speaker speaker_1: No, that was it. I appreciate it.

Speaker speaker_0: All right. Have a good rest of the day, sir.

Speaker speaker_1: You too. Bye-bye.