

Transcript: Pamela

Blanc-6594247686668288-6631699801489408

Full Transcript

Thank you for calling Benefits ... This is ... Hi, my name is, um, Tommy Hardy and I'm calling to cancel out my insurance. Do you need my member number? No. Uh, I will need the first and the last four digits of your Social and the name of the staffing agency you work for. The staffing agency is Surge Staffing, that's S-U-R-G-E. And the last four of my Social is 4028. Your first and last name, sir? Tommy Hardy. Mr. Hardy, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. 4790 Muir Village, that's M-U-I-R Village, Orlando, Florida 32808. Birthday is 5/20/1986. Thank you for the information. We have a phone number on file, 407-342-7202. Yes, ma'am, but you can change that. All right. Is that one you're calling from? Yeah. 689-286-6068. Um. Yeah. I could request a cancellation. The process does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Is there anything ... And then I won't... And how would I be able to get my deductions back if I'm canceling it today? 'Cause if I'm canceling it today and I go to the doctor today, they're not going to accept it because it's gonna show that it's canceled. But you told me ... And your benefits- ... that ... Your benefits will be active. Um. They will? To, like, still active until the 16th for this week. All right. If you wanna use them this week. No, I'm good. You can go ahead and cancel it out. All right. No problem. Anything else I could do for you, sir? No, ma'am. That'll be it. All right. Thank you for giving us a call. Have a great Rest of your day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... This is ...

Speaker speaker_1: Hi, my name is, um, Tommy Hardy and I'm calling to cancel out my insurance. Do you need my member number?

Speaker speaker_0: No. Uh, I will need the first and the last four digits of your Social and the name of the staffing agency you work for.

Speaker speaker_1: The staffing agency is Surge Staffing, that's S-U-R-G-E. And the last four of my Social is 4028.

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_1: Tommy Hardy.

Speaker speaker_0: Mr. Hardy, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: 4790 Muir Village, that's M-U-I-R Village, Orlando, Florida 32808. Birthday is 5/20/1986.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 407-342-7202.

Speaker speaker_1: Yes, ma'am, but you can change that.

Speaker speaker_0: All right. Is that one you're calling from?

Speaker speaker_1: Yeah.

Speaker speaker_0: 689-286-6068. Um.

Speaker speaker_1: Yeah.

Speaker speaker_0: I could request a cancellation. The process does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Is there anything ...

Speaker speaker_1: And then I won't... And how would I be able to get my deductions back if I'm canceling it today? 'Cause if I'm canceling it today and I go to the doctor today, they're not going to accept it because it's gonna show that it's canceled. But you told me ...

Speaker speaker_0: And your benefits-

Speaker speaker_1: ... that ...

Speaker speaker_0: Your benefits will be active. Um.

Speaker speaker_1: They will?

Speaker speaker_0: To, like, still active until the 16th for this week.

Speaker speaker_1: All right.

Speaker speaker_0: If you wanna use them this week.

Speaker speaker_1: No, I'm good. You can go ahead and cancel it out.

Speaker speaker_0: All right. No problem. Anything else I could do for you, sir?

Speaker speaker_1: No, ma'am. That'll be it.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great Rest of your day.

Speaker speaker_1: You too.