

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center of Baltimore. This is Pamela speaking. How may I help you? Uh, hey, this is Jaden speaking, and I was just trying to, uh, un-enroll. Who do you work for, sir? Uh, Cumberland. That's the name of the staffing agency? Oh, oh, okay. Oh, oh, so you're talking about Staff Agency Search? Right. May I have the last four digits of your Social so I can pull up your file? Uh, 1230. Okay, um, and what is your first and last name? Jaden McGee. Okay. Mr. McGee, 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? Can you say that again? You said my, uh, address and my date of birth? Yes, sir. Uh, my address is 500 Crawford Road, Lot 48, and my birthday is 10/22/2002. Thank you for the information. We have a phone number on file, 334-748-0771. Okay. Do you want to cancel the benefits? Yes, ma'am. The cancellation process take one to two weeks for all changes to be completely completed. You might experience one or two deductions before it's completely canceled. Okay. All right. Anything else I can do for you? That'll be all. All right. Thank you for giving us a call. Have a great rest of the day. All right. Thanks.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center of Baltimore. This is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, hey, this is Jaden speaking, and I was just trying to, uh, un-enroll.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: Uh, Cumberland.

Speaker speaker_0: That's the name of the staffing agency?

Speaker speaker_1: Oh, oh, okay. Oh, oh, so you're talking about Staff Agency Search?

Speaker speaker_0: Right. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: Uh, 1230.

Speaker speaker_0: Okay, um, and what is your first and last name?

Speaker speaker_1: Jaden McGee.

Speaker speaker_0: Okay. Mr. McGee, 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: Can you say that again? You said my, uh, address and my date of birth?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, my address is 500 Crawford Road, Lot 48, and my birthday is 10/22/2002.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 334-748-0771. Okay. Do you want to cancel the benefits?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: The cancellation process take one to two weeks for all changes to be completely completed. You might experience one or two deductions before it's completely canceled.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else I can do for you?

Speaker speaker_1: That'll be all.

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

Speaker speaker_1: All right. Thanks.