

Transcript: Pamela

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Full Transcript

Go ahead, Mrs. Pamela speaking. How may I help you? Hello? How may I help you? I would like to cancel my healthcare through, uh, BGSS. May I have the last four digits of your social? Say that again? Last four digits of the social. 2794. 2794, and your first and last name, sir? Tristan McGraw. Tristan? Did you say Tristan? Yeah, yeah. Tristan McGraw. Mr. McGraw, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 305 DuVarge Lane, Towson, Maryland 21286. She said my... Oh, 415-03. And what's the city and state, uh, you're located, sir? Towson, Maryland. But you said 21286? Yes. We have a telephone number on file, 347-678-9171. Um, and so- Yeah, that's the number on the phone. ... I am going to request, um, I'm gonna request a cancellation. It takes one to two weeks for all changes to be processed and you might experience one or two deductions. Ooh, hold on. Give me one second. Say what? Give me one second. Okay, I went ahead and, um, canceled the pending enrollment. Okay, thank you. Just, I want to cancel the healthcare one. Not the, uh, not the dental one. Right? Oh, uh, um, you don't, I don't, we don't have... Okay, so you wanted to enroll in the dental? Give me one second 'cause I canceled. No, I was already enrolled in the dental plan. I want to cancel the healthcare one. I don't see any enrollment for you here. Okay, like can you just cancel any of the enrollments that, that have to do with the healthcare one? Yes, but you don't, you're not enrolled in health... In dental. Okay, I... Okay, you can just cancel it. Thank you, that's it. All right. No problem. No problem. Bye.

Conversation Format

Speaker speaker_0: Go ahead, Mrs. Pamela speaking. How may I help you?

Speaker speaker_1: Hello?

Speaker speaker_0: How may I help you?

Speaker speaker_1: I would like to cancel my healthcare through, uh, BGSS.

Speaker speaker_0: May I have the last four digits of your social?

Speaker speaker_1: Say that again?

Speaker speaker_0: Last four digits of the social.

Speaker speaker_1: 2794.

Speaker speaker_0: 2794, and your first and last name, sir?

Speaker speaker_1: Tristan McGraw.

Speaker speaker_0: Tristan? Did you say Tristan?

Speaker speaker_1: Yeah, yeah. Tristan McGraw.

Speaker speaker_0: Mr. McGraw, 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: 305 DuVarge Lane, Towson, Maryland 21286. She said my... Oh, 415-03.

Speaker speaker_0: And what's the city and state, uh, you're located, sir?

Speaker speaker_1: Towson, Maryland.

Speaker speaker_0: But you said 21286?

Speaker speaker_1: Yes.

Speaker speaker_0: We have a telephone number on file, 347-678-9171. Um, and so-

Speaker speaker_1: Yeah, that's the number on the phone.

Speaker speaker_0: ... I am going to request, um, I'm gonna request a cancellation. It takes one to two weeks for all changes to be processed and you might experience one or two deductions. Ooh, hold on. Give me one second.

Speaker speaker_1: Say what?

Speaker speaker_0: Give me one second. Okay, I went ahead and, um, canceled the pending enrollment.

Speaker speaker_1: Okay, thank you. Just, I want to cancel the healthcare one. Not the, uh, not the dental one. Right?

Speaker speaker_0: Oh, uh, um, you don't, I don't, we don't have... Okay, so you wanted to enroll in the dental? Give me one second 'cause I canceled.

Speaker speaker_1: No, I was already enrolled in the dental plan. I want to cancel the healthcare one.

Speaker speaker_0: I don't see any enrollment for you here.

Speaker speaker_1: Okay, like can you just cancel any of the enrollments that, that have to do with the healthcare one?

Speaker speaker_0: Yes, but you don't, you're not enrolled in health... In dental.

Speaker speaker_1: Okay, I... Okay, you can just cancel it. Thank you, that's it.

Speaker speaker_0: All right. No problem. No problem.

Speaker speaker_1: Bye.