

Transcript: Pamela

Blanc-4582670926823424-6683556125818880

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. This is Sam, how may I help you? Uh, yes, this is Dorothy Nickens and I was calling, I wanted to, um, cancel my insurance, uh, for the, um, for our Trek and Stephan. On Track? Yeah, On Track, mm-hmm. May I have the last four digits of your social? Um, two, three, two, three. Your first and last name? Uh, Nickens. N-i-c-k-e-n-s. And the first name? Dorothy. D-o-r-o-t-h-y. Miss Nickens, 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? Um, 597 Old Troy Road, Midway, Alabama. And what was the date of birth? Uh, 6/14/1970. Thank you. We have a phone number on file 334-947-4813. Yes. And your email is BN1970midway@gmail.com? Yes. All right. I do not see any enrollment for you here. Okay. I had just started so I was just making sure that, um, I don't want to get... You know, I didn't want to get the insurance right now. No problem. You don't have to worry about it. Okay. Anything else I could do for you? Okay, that's it. All right. Thank you for giving us a call today. Have a great rest of the day. All right, you too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. This is Sam, how may I help you?

Speaker speaker_2: Uh, yes, this is Dorothy Nickens and I was calling, I wanted to, um, cancel my insurance, uh, for the, um, for our Trek and Stephan.

Speaker speaker_1: On Track?

Speaker speaker_2: Yeah, On Track, mm-hmm.

Speaker speaker_1: May I have the last four digits of your social?

Speaker speaker_2: Um, two, three, two, three.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Uh, Nickens. N-i-c-k-e-n-s.

Speaker speaker_1: And the first name?

Speaker speaker_2: Dorothy. D-o-r-o-t-h-y.

Speaker speaker_1: Miss Nickens, 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_2: Um, 597 Old Troy Road, Midway, Alabama.

Speaker speaker_1: And what was the date of birth?

Speaker speaker_2: Uh, 6/14/1970.

Speaker speaker_1: Thank you. We have a phone number on file 334-947-4813.

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is BN1970midway@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I do not see any enrollment for you here.

Speaker speaker_2: Okay. I had just started so I was just making sure that, um, I don't want to get... You know, I didn't want to get the insurance right now.

Speaker speaker_1: No problem. You don't have to worry about it.

Speaker speaker_2: Okay.

Speaker speaker_1: Anything else I could do for you?

Speaker speaker_2: Okay, that's it.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: All right, you too. Bye-bye.