

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you? Hi, ma'am. My name is Eleanor Gaskin and I wanted to see about, um, canceling my coverage through Benefits in a Card. I'm enrolled in a, um, in the... in coverage through the Marketplace now. May I have the last four digits of the Social and what's the name of the staffing agency you work for? Sure. It's... The last four are 9995 and my staffing agency is Creative Circle. I could barely hear you well. It's... You're kind of cutting off. Okay. Uh, let me see if I can... Can you hear me now? Yes. I could hear you better. Okay, great. Yeah. So, the last four are 9995 and the staffing agency is Creative Circle. And your first and last name? Sure. It's Eleanor Gaskin. G-A-S-K-I-N. Thank you. Ms. Gaskin, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Sure. It's, uh, 525 West Hawthorne Place, Unit 2307, Chicago, Illinois, 60657. Uh, and you need my email address? What is your birthday? Oh, I'm sorry. My birthday. Uh, sure. It's 11/30/1983. Okay. We have a phone number of 531-2391-14154. That's right. And the email is evgaskin@... Last name at gmail.com? That's right. Okay. So you want to cancel everything, right? Yes, please. All right. So, the process for the cancellation does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Okay. All right. Is there anything else I can do for you, ma'am? No, that's it. You've been amazing. All right. Thank you for giving us a call today. Have a great rest of this day. Thank you. You, too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you?

Speaker speaker_2: Hi, ma'am. My name is Eleanor Gaskin and I wanted to see about, um, canceling my coverage through Benefits in a Card. I'm enrolled in a, um, in the... in coverage through the Marketplace now.

Speaker speaker_1: May I have the last four digits of the Social and what's the name of the staffing agency you work for?

Speaker speaker_2: Sure. It's... The last four are 9995 and my staffing agency is Creative Circle.

Speaker speaker_1: I could barely hear you well. It's... You're kind of cutting off.

Speaker speaker_2: Okay. Uh, let me see if I can... Can you hear me now?

Speaker speaker_1: Yes. I could hear you better.

Speaker speaker_2: Okay, great. Yeah. So, the last four are 9995 and the staffing agency is Creative Circle.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Sure. It's Eleanor Gaskin. G-A-S-K-I-N.

Speaker speaker_1: Thank you. Ms. Gaskin, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: Sure. It's, uh, 525 West Hawthorne Place, Unit 2307, Chicago, Illinois, 60657. Uh, and you need my email address?

Speaker speaker_1: What is your birthday?

Speaker speaker_2: Oh, I'm sorry. My birthday. Uh, sure. It's 11/30/1983.

Speaker speaker_1: Okay. We have a phone number of 531-2391-14154.

Speaker speaker_2: That's right.

Speaker speaker_1: And the email is evgaskin@... Last name at gmail.com?

Speaker speaker_2: That's right.

Speaker speaker_1: Okay. So you want to cancel everything, right?

Speaker speaker_2: Yes, please.

Speaker speaker_1: All right. So, the process for the cancellation does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Is there anything else I can do for you, ma'am?

Speaker speaker_2: No, that's it. You've been amazing.

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

Speaker speaker_2: Thank you. You, too. Bye-bye.