

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits 10-5. This is Pamela speaking. How may I help you? Uh, yes. Um, my name is Mark Curry and I was calling to see if I can get this insurance canceled, because I've... It's been coming out of my check for months and I, and I had insurance, uh, with another company and they should have been taking it out of my check. Who do you work for, sir? Surge Staffing. Can I have the last four digits of the Social? 3803. Your first and last name, sir. Mark Curry. Mr. Curry, 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? 529 East Morrow Street, West Point, Mississippi 39773. Uh, and my date of birth? 11/14/64. Thank you for the information. We have a phone number on file 362-295-8850 and markcurry, markdcurry23@yahoo.com, as you're in. Yes. All right. So the process of the cancellation takes 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 else I could do for you? No, I just need this canceled. No problem. Anything now. Thank you for giving us a call. Have a great rest of the day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-5. This is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, yes. Um, my name is Mark Curry and I was calling to see if I can get this insurance canceled, because I've... It's been coming out of my check for months and I, and I had insurance, uh, with another company and they should have been taking it out of my check.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: Can I have the last four digits of the Social?

Speaker speaker_1: 3803.

Speaker speaker_0: Your first and last name, sir.

Speaker speaker_1: Mark Curry.

Speaker speaker_0: Mr. Curry, 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: 529 East Morrow Street, West Point, Mississippi 39773. Uh, and my date of birth? 11/14/64.

Speaker speaker_0: Thank you for the information. We have a phone number on file 362-295-8850 and markcurry, markdcurry23@yahoo.com, as you're in.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So the process of the cancellation takes 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 else I could do for you?

Speaker speaker_1: No, I just need this canceled.

Speaker speaker_0: No problem. Anything now. Thank you for giving us a call. Have a great rest of the day.