

Transcript: Pamela

Blanc-4702607682748416-6295168906084352

Full Transcript

Hello? Hello? Hi, this is Pamela speaking. How may I help you? My name is Lori Davis Hall. I'm a temp for Flex, and I want to cancel my insurance. What's the name of the staffing agency? Flex. It's TRC. Okay. May I have the last four digits of your Social? 0836. Your first and last name, ma'am? Lori Davis-Hall. Security, just to make sure we are in the correct file, I need to verify your complete address. 330 Broken Hill Road, Columbia, South Carolina, 29212. And the date of birth, ma'am? May the 17th, 1963. Thank you for your information. We have a telephone number on file, 803-463-4360. 4390. Yes. Right. So, um, 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. All right? All right. Okay, well, you can cancel it. Is there anything else I can assist you with? No, I- Anything else I can assist you with? No, that's it. All right, thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Hello? Hello?

Speaker speaker_1: Hi, this is Pamela speaking. How may I help you?

Speaker speaker_0: My name is Lori Davis Hall. I'm a temp for Flex, and I want to cancel my insurance.

Speaker speaker_1: What's the name of the staffing agency?

Speaker speaker_0: Flex. It's TRC.

Speaker speaker_1: Okay. May I have the last four digits of your Social?

Speaker speaker_0: 0836.

Speaker speaker_1: Your first and last name, ma'am?

Speaker speaker_0: Lori Davis-Hall.

Speaker speaker_1: Security, just to make sure we are in the correct file, I need to verify your complete address.

Speaker speaker_0: 330 Broken Hill Road, Columbia, South Carolina, 29212.

Speaker speaker_1: And the date of birth, ma'am?

Speaker speaker_0: May the 17th, 1963.

Speaker speaker_1: Thank you for your information. We have a telephone number on file, 803-463-4360.

Speaker speaker_0: 4390.

Speaker speaker_1: Yes. Right. So, um, 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. All right?

Speaker speaker_0: All right. Okay, well, you can cancel it.

Speaker speaker_1: Is there anything else I can assist you with?

Speaker speaker_0: No, I-

Speaker speaker_1: Anything else I can assist you with?

Speaker speaker_0: No, that's it.

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

Speaker speaker_0: You too.