

## **Transcript: Pamela**

**Blanc-4755002534051840-6342382416216064**

### **Full Transcript**

Thank you for calling Benefits and Authority. This is Pamela speaking. How may I help you?  
Hi, there. I wanted to see about canceling my insurance. Who do you work for, sir? Uh, BG Stopping. May I have the last four digits of your Social? Uh, 6368. Your first and last name. Uh, James Buck. I haven't actually started to work for them yet. They've hired me, but they haven't yet sent me on any assignments or anything yet. Mr. Buck, for security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 101069, uh, 26436 South Lakewood Drive, Sun Lakes, 85248. Thank you for the information. We do not have a telephone number on file. Oh. In case we need to contact you, would you like to provide one? Uh, yes. It's the one you're calling from? Yes. All right. Okay. Mr. Buck, I could go ahead and request the cancellation. The process 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. Anything else I can do for you, sir? Nope. That should do it. All right. Thank you for giving us a call. Have a great rest of the day. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Authority. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, there. I wanted to see about canceling my insurance.

Speaker speaker\_0: Who do you work for, sir?

Speaker speaker\_1: Uh, BG Stopping.

Speaker speaker\_0: May I have the last four digits of your Social?

Speaker speaker\_1: Uh, 6368.

Speaker speaker\_0: Your first and last name.

Speaker speaker\_1: Uh, James Buck. I haven't actually started to work for them yet. They've hired me, but they haven't yet sent me on any assignments or anything yet.

Speaker speaker\_0: Mr. Buck, for security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: Uh, 101069, uh, 26436 South Lakewood Drive, Sun Lakes, 85248.

Speaker speaker\_0: Thank you for the information. We do not have a telephone number on file.

Speaker speaker\_1: Oh.

Speaker speaker\_0: In case we need to contact you, would you like to provide one?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: It's the one you're calling from?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. Okay. Mr. Buck, I could go ahead and request the cancellation. The process 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\_1: Okay.

Speaker speaker\_0: All right. Anything else I can do for you, sir?

Speaker speaker\_1: Nope. That should do it.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: Thank you.