

## **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 Car. This is Pamela speaking. How may I help you? Hi, yes. I just received a message regarding, uh, my benefits and not being able to, uh, do the payroll deduct. I actually need to cancel my benefits because I'm... I am no longer with that employer. Uh, my last- Okay, but- Yeah. ... but then you don't have to worry. They actually cancel on their own since we're not able to, um, collect the payments every week. That's why you got the message, but then you don't have to, um, to worry about it. Like if you do cancel it, then if you come back to work, you won't be able to reinstate it. You just leave that as it is. Okay. Can you tell me currently how, um, how much am I covered? How long am I curv- covered until? Is it already canceled, like if I go to the doctor for vision or dental? Uh... I can check. May I have the last four digits of your Social and the name of the staffing agency- Two- ... you worked for? Okay. Uh, last four is 2038, and the staffing agency was Oxford Global. Your first and last name, ma'am? Michelle Perez. Ms. Perez, 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? Uh, address is 539 Wahoo Road, Panama City Beach, Florida, uh, 32407. Uh, date of birth, 8/21/75. So we have- I also have a post office box. We have the address, the physical address. Um... Okay. We have a phone number of 59174430048. Correct. And your email is michelle-raquelperez@gmail.com? Yep. Uh, right. Let's see. Well, your benefits, the last day of coverage was on Sunday. Okay. So they, both of them have been... Yeah. Mm-hmm. Okay. Okay. No problem. Anything else I could assist you with, ma'am? Nope, that's it. Thank you so much. All right. Thank you for calling Benefits in a Car. Have a great rest of the day. 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 Car. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, yes. I just received a message regarding, uh, my benefits and not being able to, uh, do the payroll deduct. I actually need to cancel my benefits because I'm... I am no longer with that employer. Uh, my last-

Speaker speaker\_1: Okay, but-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... but then you don't have to worry. They actually cancel on their own since we're not able to, um, collect the payments every week. That's why you got the message, but then you don't have to, um, to worry about it. Like if you do cancel it, then if you come back to work, you won't be able to reinstate it. You just leave that as it is.

Speaker speaker\_2: Okay. Can you tell me currently how, um, how much am I covered? How long am I curv- covered until? Is it already canceled, like if I go to the doctor for vision or dental? Uh...

Speaker speaker\_1: I can check. May I have the last four digits of your Social and the name of the staffing agency-

Speaker speaker\_2: Two-

Speaker speaker\_1: ... you worked for?

Speaker speaker\_2: Okay. Uh, last four is 2038, and the staffing agency was Oxford Global.

Speaker speaker\_1: Your first and last name, ma'am?

Speaker speaker\_2: Michelle Perez.

Speaker speaker\_1: Ms. Perez, 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: Uh, address is 539 Wahoo Road, Panama City Beach, Florida, uh, 32407. Uh, date of birth, 8/21/75.

Speaker speaker\_1: So we have-

Speaker speaker\_2: I also have a post office box.

Speaker speaker\_1: We have the address, the physical address. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: We have a phone number of 59174430048.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And your email is michelle-raquelperez@gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Uh, right. Let's see. Well, your benefits, the last day of coverage was on Sunday.

Speaker speaker\_2: Okay. So they, both of them have been...

Speaker speaker\_1: Yeah. Mm-hmm.

Speaker speaker\_2: Okay. Okay. No problem.

Speaker speaker\_1: Anything else I could assist you with, ma'am?

Speaker speaker\_2: Nope, that's it. Thank you so much.

Speaker speaker\_1: All right. Thank you for calling Benefits in a Car. Have a great rest of the day.

Speaker speaker\_2: You too. Bye-bye.