

Transcript: Pamela

Blanc-4877923520659456-5974101414952960

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, this is speaking. How may I help you? Yes, hi. Uh, my name is Bea Christine and I ca- used to call, uh, like four or five months ago to cancel my insurance because I never use that, and when I want to use, I don't know where I can go for that. So you say you called to cancel? Yes, ma'am. May I have the last four digits of your Social and the staffing agency you work for? Okay. Um, uh, 7655 for my Social and it's MAU for both. So this is for you or your sister? Me, it's for me. Okay. You said you want agency I work? Okay. And then what is your name, ma'am? Bea Christine. B-E-A T-R-I-C-E and my last name- And the last four are 7655, right? Yes, ma'am. Yes. Okay. So you say you called back... You called before because you wanted to cancel? Yes. I think it's four or five months ago. So they tell me I can cancel, uh, before January, something like that, because- Okay. So- ... they said that- Yes. The company is on open enrollment now, MAU. Okay. Now can you please verify your complete address and date of birth? Yes. It's 7745 Plantation Drive, Flores, Kentucky 41042 and Apartment nine. Nine? Nine. Yeah, number nine. Yes. And what was your date of birth, ma'am? I'm sorry. Yes. It's, uh, April 28th, 1991. Thank you. I have the telephone number of 859-513-2323 and your email is your first name, your last name 28 at gmail.com. Yes, ma'am. So you're calling today to cancel? Yes. All right. The cancellation process does take one... I'm sorry, one to two weeks for all changes- Mm-hmm. ... to be completed. Mm-hmm. You might experience one or two deductions before it's completely canceled. Oh. Is there anything else I could assist with you? Uh, yes, I have question. Is for the both insurance APL and for the... on all insurance I have with you? You have the dental, vision and the medical, yes, through APL and Aetna. Oh, through that. Perfect. Yes. Okay. Okay. Thank you. Okay. Thanks. And my, m-my, my next question is are gonna have a, like, a refund for that or no? Because I hear something. No? Okay. Thank you so much. No problem. Okay.

Conversation Format

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

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

Speaker speaker_2: Yes, hi. Uh, my name is Bea Christine and I ca- used to call, uh, like four or five months ago to cancel my insurance because I never use that, and when I want to use, I don't know where I can go for that.

Speaker speaker_1: So you say you called to cancel?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: May I have the last four digits of your Social and the staffing agency you work for?

Speaker speaker_2: Okay. Um, uh, 7655 for my Social and it's MAU for both.

Speaker speaker_1: So this is for you or your sister?

Speaker speaker_2: Me, it's for me.

Speaker speaker_1: Okay.

Speaker speaker_2: You said you want agency I work?

Speaker speaker_1: Okay. And then what is your name, ma'am?

Speaker speaker_2: Bea Christine. B-E-A T-R-I-C-E and my last name-

Speaker speaker_1: And the last four are 7655, right?

Speaker speaker_2: Yes, ma'am. Yes.

Speaker speaker_1: Okay. So you say you called back... You called before because you wanted to cancel?

Speaker speaker_2: Yes. I think it's four or five months ago. So they tell me I can cancel, uh, before January, something like that, because-

Speaker speaker_1: Okay. So-

Speaker speaker_2: ... they said that-

Speaker speaker_1: Yes. The company is on open enrollment now, MAU.

Speaker speaker_2: Okay.

Speaker speaker_1: Now can you please verify your complete address and date of birth?

Speaker speaker_2: Yes. It's 7745 Plantation Drive, Flores, Kentucky 41042 and Apartment nine.

Speaker speaker_1: Nine?

Speaker speaker_2: Nine. Yeah, number nine. Yes.

Speaker speaker_1: And what was your date of birth, ma'am? I'm sorry.

Speaker speaker_2: Yes. It's, uh, April 28th, 1991.

Speaker speaker_1: Thank you. I have the telephone number of 859-513-2323 and your email is your first name, your last name 28 at gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: So you're calling today to cancel?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. The cancellation process does take one... I'm sorry, one to two weeks for all changes-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to be completed.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: You might experience one or two deductions before it's completely canceled.

Speaker speaker_2: Oh.

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

Speaker speaker_2: Uh, yes, I have question. Is for the both insurance APL and for the... on all insurance I have with you?

Speaker speaker_1: You have the dental, vision and the medical, yes, through APL and Aetna.

Speaker speaker_2: Oh, through that. Perfect.

Speaker speaker_1: Yes. Okay.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Okay. Thanks.

Speaker speaker_2: And my, m- my, my next question is are gonna have a, like, a refund for that or no? Because I hear something. No? Okay. Thank you so much.

Speaker speaker_1: No problem.

Speaker speaker_2: Okay.