

Transcript: Pamela

Blanc-4940467708018688-6024721380589568

Full Transcript

For calling 911. Oh, hi. Um, I'm calling from BGSS. Um, I work with them, but I've received, I've received one of your insurance card, but I never choose to participate in that program. So I want you to remove me from there, please. You work for BG Staffing? Uh, yes, ma'am. Can I have the last four digits of your social? Sure, um, 0961. First and last name? Cecil Lozada. Miss Lozada, 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, 4218 Churchill Place Court, Port Arthur, Texas 77441. And what else do you need? The date of birth. Uh, 12/15/69. So we have a phone number on file, 281-739-8246, and your email is- Yes, ma'am. ... first name, your last name, realtor@gmail.com? Yes, ma'am. All right. Okay, I'm gonna go ahead and cancel the benefits. It's, uh, the process take one to two weeks for all changes to be processed, and you might experience one or two deductions before it's completely canceled. Is there anything else I could do for you? I'm sorry, can you repeat the last part? Because I, it's, they have, uh, the speakers over here, and I can't hear. What did you say the last part? That it's gonna take it two weeks, and after that I couldn't hear anymore. Okay, so it, the process takes one to two weeks. And usually they do one or two deductions before it's completely canceled, but I see here, um, that we have not received any deduction on the last two weeks, so most likely we're not, they're not gonna make any other deductions. Oh, okay. Yes, because I'm not a full time. I'm just doing less than, than 20 hours. So yeah, when I spoke with my, my, um, my, um, from the company, uh, my agent, she said that, yeah, they won't because you're not working more than 20 hours. But it's fine. No problem. Yeah, I wanted to cancel. Thank you so much. Did I need any reference number, uh, or you're gonna send me everything by email? I could send you an email if you would like to, but it's, um- Please, can you do that? I just want to make sure, because I don't work that much, so they can get it deductible for my... Yeah. I just work- No problem. ... probably less than 20 hours. Yeah. Will do so. Anything else I could do for you? That's it for now. Thank you so much. I really appreciate it. Thank you. Mm-hmm. Take care. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: For calling 911.

Speaker speaker_1: Oh, hi. Um, I'm calling from BGSS. Um, I work with them, but I've received, I've received one of your insurance card, but I never choose to participate in that program. So I want you to remove me from there, please.

Speaker speaker_0: You work for BG Staffing?

Speaker speaker_1: Uh, yes, ma'am.

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

Speaker speaker_1: Sure, um, 0961.

Speaker speaker_0: First and last name?

Speaker speaker_1: Cecil Lozada.

Speaker speaker_0: Miss Lozada, 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: Uh, 4218 Churchill Place Court, Port Arthur, Texas 77441. And what else do you need?

Speaker speaker_0: The date of birth.

Speaker speaker_1: Uh, 12/15/69.

Speaker speaker_0: So we have a phone number on file, 281-739-8246, and your email is-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... first name, your last name, realtor@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. Okay, I'm gonna go ahead and cancel the benefits. It's, uh, the process take one to two weeks for all changes to be processed, and you might experience one or two deductions before it's completely canceled. Is there anything else I could do for you?

Speaker speaker_1: I'm sorry, can you repeat the last part? Because I, it's, they have, uh, the speakers over here, and I can't hear. What did you say the last part? That it's gonna take it two weeks, and after that I couldn't hear anymore.

Speaker speaker_0: Okay, so it, the process takes one to two weeks. And usually they do one or two deductions before it's completely canceled, but I see here, um, that we have not received any deduction on the last two weeks, so most likely we're not, they're not gonna make any other deductions.

Speaker speaker_1: Oh, okay. Yes, because I'm not a full time. I'm just doing less than, than 20 hours. So yeah, when I spoke with my, my, um, my, um, from the company, uh, my agent, she said that, yeah, they won't because you're not working more than 20 hours. But it's fine.

Speaker speaker_0: No problem.

Speaker speaker_1: Yeah, I wanted to cancel. Thank you so much. Did I need any reference number, uh, or you're gonna send me everything by email?

Speaker speaker_0: I could send you an email if you would like to, but it's, um-

Speaker speaker_1: Please, can you do that? I just want to make sure, because I don't work that much, so they can get it deductible for my...

Speaker speaker_0: Yeah.

Speaker speaker_1: I just work-

Speaker speaker_0: No problem.

Speaker speaker_1: ... probably less than 20 hours. Yeah.

Speaker speaker_0: Will do so. Anything else I could do for you?

Speaker speaker_1: That's it for now. Thank you so much. I really appreciate it.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm. Take care. Bye-bye.

Speaker speaker_0: Bye.