

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? I can barely hear you. Can you hear me better now? Uh, hold on. How about now? Can you hear me? Yeah, barely. Uh, there's a lot of static on the line. I can hear you well. Anyways, this... Pardon? I- I'm... I said I could hear you well. Okay. Uh, this is William Fairweather and I need to, uh, decline this, uh, medical coverage since I already have medical coverage through TRICARE. I'm retired military so I don't need this medical- All right. What's the name of the staffing agency? Uh, Surge. S-U-R-G-E. Okay. The last four digits of your Social so I can pull up your file? Uh, my last four of my Social is 2315. Can you say your name again, sir? William Fairweather. Mr. Fairweather? Yes. For security reasons and to make sure we are in the correct file, I need to verify your complete address and date of birth. Um, the address is 446 Dugansville Road, Celbisa, Kentucky 40372. And what else did you need? Your date of birth. Date of birth is, uh, 11/06/1963. Thank you for the information. We have a telephone number on file. So 25172663. Correct. Your email is your lastname\_yourfirstname@yahoo.com. Okay. Well- Uh- ... I'm going to go ahead and request a cancellation. It does take one to two weeks for all changes to be processed. Okay. You might- Okay. ... experience one or two deductions before it's completely canceled. Yeah, I was aware of that, so. All right. Anything else I can do for you, sir? No, ma'am. That's all I needed. I appreciate your help. Thank you for giving us a call. Have a great rest of the day. All right. You too. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: I can barely hear you.

Speaker speaker\_0: Can you hear me better now?

Speaker speaker\_1: Uh, hold on. How about now?

Speaker speaker\_0: Can you hear me?

Speaker speaker\_1: Yeah, barely. Uh, there's a lot of static on the line.

Speaker speaker\_0: I can hear you well.

Speaker speaker\_1: Anyways, this... Pardon?

Speaker speaker\_0: I- I'm... I said I could hear you well.

Speaker speaker\_1: Okay. Uh, this is William Fairweather and I need to, uh, decline this, uh, medical coverage since I already have medical coverage through TRICARE. I'm retired military so I don't need this medical-

Speaker speaker\_0: All right. What's the name of the staffing agency?

Speaker speaker\_1: Uh, Surge. S-U-R-G-E.

Speaker speaker\_0: Okay. The last four digits of your Social so I can pull up your file?

Speaker speaker\_1: Uh, my last four of my Social is 2315.

Speaker speaker\_0: Can you say your name again, sir?

Speaker speaker\_1: William Fairweather.

Speaker speaker\_0: Mr. Fairweather?

Speaker speaker\_1: Yes.

Speaker speaker\_0: For security reasons and to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: Um, the address is 446 Dugansville Road, Celbisa, Kentucky 40372. And what else did you need?

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: Date of birth is, uh, 11/06/1963.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file. So 25172663.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Your email is your lastname\_yourfirstname@yahoo.com. Okay. Well-

Speaker speaker\_1: Uh-

Speaker speaker\_0: ... I'm going to go ahead and request a cancellation. It does take one to two weeks for all changes to be processed.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You might-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... experience one or two deductions before it's completely canceled.

Speaker speaker\_1: Yeah, I was aware of that, so.

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

Speaker speaker\_1: No, ma'am. That's all I needed. I appreciate your help.

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

Speaker speaker\_1: All right. You too. Thank you.