

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits . This is Pamela speaking. How may I help you? Hi. Um, I was given this number, uh, I was told that, uh, y'all could help me cancel my insurance plan. Okay. And who do you work for? Um, I work for HydroGear. I need the name of the staffing agency. Uh, the name of the what? The staffing agency you work for. Oh, uh, Innovative Staff Solutions. Okay. May I have the last four digits of your social? Yes. It's, um, eight, eight, eight, nine. Uh, and your first and last name? Summer Markoff. Miss Markoff, 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? Yes. Um, my address is 24 Pleasant Hill Church Road, and my date of birth is, uh, July 18th, 2005. Thank you. We have a phone number dialed, 334-733-5579, and your email is your first name, @handas11@gmail.com. Yes. And you said you want to cancel your benefits? Yes, ma'am. Um, I could 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. Is there anything else I could do for you? Um, no, that's about it. All right. Thank you for giving us a call today. Have a very restful day. Thank you. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits . This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. Um, I was given this number, uh, I was told that, uh, y'all could help me cancel my insurance plan.

Speaker speaker_1: Okay. And who do you work for?

Speaker speaker_2: Um, I work for HydroGear.

Speaker speaker_1: I need the name of the staffing agency.

Speaker speaker_2: Uh, the name of the what?

Speaker speaker_1: The staffing agency you work for.

Speaker speaker_2: Oh, uh, Innovative Staff Solutions.

Speaker speaker_1: Okay. May I have the last four digits of your social?

Speaker speaker_2: Yes. It's, um, eight, eight, eight, nine.

Speaker speaker_1: Uh, and your first and last name?

Speaker speaker_2: Summer Markoff.

Speaker speaker_1: Miss Markoff, 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: Yes. Um, my address is 24 Pleasant Hill Church Road, and my date of birth is, uh, July 18th, 2005.

Speaker speaker_1: Thank you. We have a phone number dialed, 334-733-5579, and your email is your first name, @handas11@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: And you said you want to cancel your benefits?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Um, I could 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_2: Okay.

Speaker speaker_1: Is there anything else I could do for you?

Speaker speaker_2: Um, no, that's about it.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a very restful day.

Speaker speaker_2: Thank you. You too.