

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? Yeah. My name is Cory Gross. Um, I would like to be taken off of the insurance. Sure. Who do you work for, sir? Surge Staffing. May I have the last four digits of your Social? 1244. Your first and last name? Gross, G-R-O-S-S, last name. And first name is Cory, C-O-R-Y. Thank you. Mr. Cory, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 517 South Main Street, Lima, Ohio 45804. And the birthdate is 09/12/1982. Thank you for the information. We have a phone number on file, 567-392-2061, and your email is GCory4949@gmail.com. That is correct. All right, sir. Yeah, I'm on Medicaid, so I don't really need the, uh, the insurance from Surge. No problem. I completely understand. Um, I will go ahead and request a cancellation. Okay. The pro- And then that will, that will stop taking, uh, the medical out of my check too for that, right? Well, it does take one to two weeks for all the changes to be processed. You might experience one or two deductions before it's completely canceled. Okay. All right. Um, is there anything else I could do for you, sir? No, thank you. Thank you for giving us a call today. Of course. Have a great rest of the day, sir. You too. Bye. 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: Yeah. My name is Cory Gross. Um, I would like to be taken off of the insurance.

Speaker speaker_1: Sure. Who do you work for, sir?

Speaker speaker_2: Surge Staffing.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: 1244.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Gross, G-R-O-S-S, last name. And first name is Cory, C-O-R-Y.

Speaker speaker_1: Thank you. Mr. Cory, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: 517 South Main Street, Lima, Ohio 45804. And the birthdate is 09/12/1982.

Speaker speaker_1: Thank you for the information. We have a phone number on file, 567-392-2061, and your email is GCory4949@gmail.com.

Speaker speaker_2: That is correct.

Speaker speaker_1: All right, sir.

Speaker speaker_2: Yeah, I'm on Medicaid, so I don't really need the, uh, the insurance from Surge.

Speaker speaker_1: No problem. I completely understand. Um, I will go ahead and request a cancellation.

Speaker speaker_2: Okay.

Speaker speaker_1: The pro-

Speaker speaker_2: And then that will, that will stop taking, uh, the medical out of my check too for that, right?

Speaker speaker_1: Well, it does take one to two weeks for all the changes to be processed. You might experience one or two deductions before it's completely canceled.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Um, is there anything else I could do for you, sir?

Speaker speaker_2: No, thank you.

Speaker speaker_1: Thank you for giving us a call today.

Speaker speaker_2: Of course.

Speaker speaker_1: Have a great rest of the day, sir.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.