

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and Accard. This is Pamela speaking. How may I help you? I am calling to cancel my health insurance. Who do you work for, ma'am? Uh, Signature Label. I'm going through, um, Surge right now. Surge? Yeah. May I have the last four digits of your Social? 8603. First and last name? Carri Shupe. You say your first name is Shari? Carri, with a C, Ari. Okay. When did you start working for Surge? Last Monday. Okay. So, we haven't received yet your file. If you would like and willing to provide the personal information, we will go ahead and create a file for you. If not, I will say is to give us a call back Thursday or Friday, and we should have your information in the system. Okay. I just want to make sure I'm canceled 'cause I don't want, I don't want the insurance. Okay. So, you want to make, you want me to do the, um, the file now? How- I mean, if you're able to, yeah, that's fine. Okay. May I have your- Should I still call... Should, should I still call Thursday and, or Friday to cancel it just to make sure? If we c- No, if we create the file, you don't have to worry about it. Okay. So, it won't pull the money out of my account, then, since I'm trying to cancel it? No, it won't. It w- Okay. It's not gonna... Anyways, this, this week, even when you get paid, it's not going to... No money's gonna be extracted from your, um, check- Okay. ... because they auto-enroll you after you receive the first check. May I have the- But, ma'am, I don't, I don't want it. I need, I need your whole Social this time, ma'am. Uh, 291-06-8603. I'm gonna read it back to you to make sure I have it correct. 291-068603? Yep. All right. Can you spell your last name for me please? S-H-U-P-E. Your date of birth? 12/11/01. I couldn't hear you, ma'am. 12/11/01. 12/11/01? Yep. Okay. I'm sorry. Did you, kind of cording off there. Um, a mailing address we're going to need? 8980 West State Route 163, Lot 23, Oak Harbor, Ohio. And the ZIP code? 43449. Route... Is the telephone number you're calling from has my number to reach you? Yes. All right. I'm gonna go ahead and decline the auto enrollment. Is there anything else I could do for you, ma'am? No, thank you. All right. Thank you for giving us a call. Have a pleasant rest of the day. You as well.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Accard. This is Pamela speaking. How may I help you?

Speaker speaker_1: I am calling to cancel my health insurance.

Speaker speaker_0: Who do you work for, ma'am?

Speaker speaker_1: Uh, Signature Label. I'm going through, um, Surge right now.

Speaker speaker_0: Surge?

Speaker speaker_1: Yeah.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 8603.

Speaker speaker_0: First and last name?

Speaker speaker_1: Carri Shupe.

Speaker speaker_0: You say your first name is Shari?

Speaker speaker_1: Carri, with a C, Ari.

Speaker speaker_0: Okay. When did you start working for Surge?

Speaker speaker_1: Last Monday.

Speaker speaker_0: Okay. So, we haven't received yet your file. If you would like and willing to provide the personal information, we will go ahead and create a file for you. If not, I will say is to give us a call back Thursday or Friday, and we should have your information in the system.

Speaker speaker_1: Okay. I just want to make sure I'm canceled 'cause I don't want, I don't want the insurance.

Speaker speaker_0: Okay. So, you want to make, you want me to do the, um, the file now? How-

Speaker speaker_1: I mean, if you're able to, yeah, that's fine.

Speaker speaker_0: Okay. May I have your-

Speaker speaker_1: Should I still call... Should, should I still call Thursday and, or Friday to cancel it just to make sure?

Speaker speaker_0: If we c- No, if we create the file, you don't have to worry about it.

Speaker speaker_1: Okay. So, it won't pull the money out of my account, then, since I'm trying to cancel it?

Speaker speaker_0: No, it won't. It w-

Speaker speaker_1: Okay.

Speaker speaker_0: It's not gonna... Anyways, this, this week, even when you get paid, it's not going to... No money's gonna be extracted from your, um, check-

Speaker speaker_1: Okay.

Speaker speaker_0: ... because they auto-enroll you after you receive the first check. May I have the-

Speaker speaker_1: But, ma'am, I don't, I don't want it.

Speaker speaker_0: I need, I need your whole Social this time, ma'am.

Speaker speaker_1: Uh, 291-06-8603.

Speaker speaker_0: I'm gonna read it back to you to make sure I have it correct. 291-068603?

Speaker speaker_1: Yep.

Speaker speaker_0: All right. Can you spell your last name for me please?

Speaker speaker_1: S-H-U-P-E.

Speaker speaker_0: Your date of birth?

Speaker speaker_1: 12/11/01.

Speaker speaker_0: I couldn't hear you, ma'am.

Speaker speaker_1: 12/11/01.

Speaker speaker_0: 12/11/01?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. I'm sorry. Did you, kind of cording off there. Um, a mailing address we're going to need?

Speaker speaker_1: 8980 West State Route 163, Lot 23, Oak Harbor, Ohio.

Speaker speaker_0: And the ZIP code?

Speaker speaker_1: 43449.

Speaker speaker_0: Route... Is the telephone number you're calling from has my number to reach you?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I'm gonna go ahead and decline the auto enrollment. Is there anything else I could do for you, ma'am?

Speaker speaker_1: No, thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a pleasant rest of the day.

Speaker speaker_1: You as well.