

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? Yes, ma'am. I'm calling to cancel my insurance with you folks. I have it with Surge, uh, Stacking. Okay. May I have the last four digits of your Social so I can pull up your file? Yes, ma'am. 6682. Your first and last name? It's Francho Bailey. Mr. Bailey, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth. My address is 2312 12th Street, Port Huron, Michigan, 48060. Birthdate is November 21st, 1969. Thank you for the information. We have a telephone number on file, 910-986-8214. And your email- That number's changed. Is that one you're calling from, sir? Yeah. Because the number I'm calling from is my new number. All right. I will go ahead and update that information. Okay. Hmm. So the cancellation 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. Is there anything else I could do for you, sir? Why does it take you so long for it to cancel? I mean, I have Medicaid. I can't have two different insurances. Well, we process the information here and send it out to Surge. It's up to Surge the time that they take to process the information on their end. That's, uh, that's their policy. But they told me to call... I had to call you to cancel it. Yes. We are- 'Cause I called them this morning. We are, we are the one that will cancel through the pro- through, through here and not, um, sending information to the carrier. But Surge will be the ones that will stop the payment on their end. We do not have access to your payroll, and that's their policy. All right. Well, I'm going to call them and tell them I canceled it so they can not take it off my check. No problem. Anything else I can do for you, sir? N- no, ma'am. That's it. Thank you for giving us a call. Have a great rest of the day.

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: Yes, ma'am. I'm calling to cancel my insurance with you folks. I have it with Surge, uh, Stacking.

Speaker speaker_1: Okay. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: Yes, ma'am. 6682.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: It's Francho Bailey.

Speaker speaker_1: Mr. Bailey, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: My address is 2312 12th Street, Port Huron, Michigan, 48060. Birthdate is November 21st, 1969.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 910-986-8214. And your email-

Speaker speaker_2: That number's changed.

Speaker speaker_1: Is that one you're calling from, sir?

Speaker speaker_2: Yeah. Because the number I'm calling from is my new number.

Speaker speaker_1: All right. I will go ahead and update that information.

Speaker speaker_2: Okay.

Speaker speaker_1: Hmm. So the cancellation 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. Is there anything else I could do for you, sir?

Speaker speaker_2: Why does it take you so long for it to cancel? I mean, I have Medicaid. I can't have two different insurances.

Speaker speaker_1: Well, we process the information here and send it out to Surge. It's up to Surge the time that they take to process the information on their end. That's, uh, that's their policy.

Speaker speaker_2: But they told me to call... I had to call you to cancel it.

Speaker speaker_1: Yes. We are-

Speaker speaker_2: 'Cause I called them this morning.

Speaker speaker_1: We are, we are the one that will cancel through the pro- through, through here and not, um, sending information to the carrier. But Surge will be the ones that will stop the payment on their end. We do not have access to your payroll, and that's their policy.

Speaker speaker_2: All right. Well, I'm going to call them and tell them I canceled it so they can not take it off my check.

Speaker speaker_1: No problem. Anything else I can do for you, sir?

Speaker speaker_2: N- no, ma'am. That's it.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day.