

## Transcript: Pamela

**Blanc-5532265388392448-4823684854792192**

### 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? Thank you for calling Benefits in a Car. This is Pamela speaking. Hello. How may I help you? Hi. Um, I'm trying to, um, see, um, if I can, um, be taken out of the benefits? You wanna de- uh... Yeah, because I, I, when I had signed up for, uh, this agency, um, I don't, I don't, I mean, I mean, I was just doing it, but I don't need, uh, any, um, care health plan because- No problem. ... I have my own insurance. Who do you work for? Hm. What's the name of the state? Uh, DGSS. HSS? No, D-G-S-S. That's the name of the staffing agency? Uh-huh. It's the same agency. Can you repeat the, the, um, the information from the card? So, D, no, it's okay. D as in boy, G as in girl, S as in Sam, S as in Frank. May I have the last four digits of your Social? 3099. Your first and last name? Natalia Owens. *f39:41*. You say your last name is Owens? Uh-huh. And the last four is 0399? No, 3099. Okay, 3091. Thank you. I'm sorry about that. That's okay. Okay, Ms. Owens, for security reasons, just to make sure we are in the correct file- Okay. ... can we please verify your complete address and date of birth? Um, 2912 Shore Drive, Santa Barbara, California, 94846, and 4386. Thank you for the information. We have a phone number on file, 6... I mean, sorry, 510-650-6796. And your email is odrama@yahoo.com? Yes. So, I could request the cancellation of the benefits. Um, it does take one to two weeks for all changes to be processed. Okay. You might experience one or two deductions before it's completely canceled. Okay, that's fine. All right? I said, this is my son, and me paying for the, and I thought I heard you say \$15 on my bank when already has my own insurance. I completely understand. Is there anything else I could do for you? No, that's it. *f39:48*. Uh, do I have to sign anything? No, ma'am. Okay. What you say, *f39:54*? Yes. Okay, thank you. Thank you for giving us a call. Have a great rest of the day. You too. Happy holidays.

### 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? Thank you for calling Benefits in a Car. This is Pamela speaking.

Speaker speaker\_2: Hello.

Speaker speaker\_1: How may I help you?

Speaker speaker\_2: Hi. Um, I'm trying to, um, see, um, if I can, um, be taken out of the benefits?

Speaker speaker\_1: You wanna de- uh...

Speaker speaker\_2: Yeah, because I, I, when I had signed up for, uh, this agency, um, I don't, I don't, I mean, I mean, I was just doing it, but I don't need, uh, any, um, care health plan because-

Speaker speaker\_1: No problem.

Speaker speaker\_2: ... I have my own insurance.

Speaker speaker\_1: Who do you work for?

Speaker speaker\_2: Hm.

Speaker speaker\_1: What's the name of the state?

Speaker speaker\_2: Uh, DGSS.

Speaker speaker\_1: HSS?

Speaker speaker\_2: No, D-G-S-S.

Speaker speaker\_1: That's the name of the staffing agency?

Speaker speaker\_2: Uh-huh. It's the same agency.

Speaker speaker\_1: Can you repeat the, the, um, the information from the card?

Speaker speaker\_2: So, D, no, it's okay. D as in boy, G as in girl, S as in Sam, S as in Frank.

Speaker speaker\_1: May I have the last four digits of your Social?

Speaker speaker\_2: 3099.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Natalia Owens. *f*39:41.

Speaker speaker\_1: You say your last name is Owens?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: And the last four is 0399?

Speaker speaker\_2: No, 3099.

Speaker speaker\_1: Okay, 3091. Thank you. I'm sorry about that.

Speaker speaker\_2: That's okay.

Speaker speaker\_1: Okay, Ms. Owens, for security reasons, just to make sure we are in the correct file-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... can we please verify your complete address and date of birth?

Speaker speaker\_2: Um, 2912 Shore Drive, Santa Barbara, California, 94846, and 4386.

Speaker speaker\_1: Thank you for the information. We have a phone number on file, 6... I mean, sorry, 510-650-6796. And your email is odrama@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: So, I could request the cancellation of the benefits. Um, it does take one to two weeks for all changes to be processed.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You might experience one or two deductions before it's completely canceled.

Speaker speaker\_2: Okay, that's fine.

Speaker speaker\_1: All right?

Speaker speaker\_2: I said, this is my son, and me paying for the, and I thought I heard you say \$15 on my bank when already has my own insurance.

Speaker speaker\_1: I completely understand. Is there anything else I could do for you?

Speaker speaker\_2: No, that's it. *f*39:48. Uh, do I have to sign anything?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_2: Okay. What you say, *f*39:54?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: You too. Happy holidays.