

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? I'm sorry, I can't help y- I can't hear you. Can you speak louder, please? Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. I would like to cancel my insurance. All right. And who do you work for? MAU. May I have the last four digits of your Social so I could pull up your file? My Social? Yes, sir. 231-53-5703. Okay. Your first and last name? Frank Labroade, L-A-B-R-O-A-D-E. Thank you. Mr. Labraad, Labroade, can you please verify your complete address and date of birth? My address should be on file. It's 233 Trifecta Court, Walton, Kentucky 41094. My date of birth is September 18th, 1988. Thank you for the information. We have a set of number file 8506280322. Do you want to cancel- That's correct. ... everything in your benefits? Yes, I would. All right. I'll proceed to make the cancellation. It does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Anything else I can do for you, sir? No, that's it. All right. Thank you for giving us a call. Have a great rest of the day. All right. Thank you. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you?

Speaker speaker_1: I'm sorry, I can't help y- I can't hear you. Can you speak louder, please?

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. I would like to cancel my insurance.

Speaker speaker_0: All right. And who do you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: May I have the last four digits of your Social so I could pull up your file?

Speaker speaker_1: My Social?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 231-53-5703.

Speaker speaker_0: Okay. Your first and last name?

Speaker speaker_1: Frank Labroade, L-A-B-R-O-A-D-E.

Speaker speaker_0: Thank you. Mr. Labraad, Labroade, can you please verify your complete address and date of birth?

Speaker speaker_1: My address should be on file. It's 233 Trifecta Court, Walton, Kentucky 41094. My date of birth is September 18th, 1988.

Speaker speaker_0: Thank you for the information. We have a set of number file 8506280322. Do you want to cancel-

Speaker speaker_1: That's correct.

Speaker speaker_0: ... everything in your benefits?

Speaker speaker_1: Yes, I would.

Speaker speaker_0: All right. I'll proceed to make the cancellation. It does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Anything else I can do for you, sir?

Speaker speaker_1: No, that's it.

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

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Bye.