

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Crisis. This is ... How may I help you? Hello. I got a job through Surge. I was just calling to cancel the medical coverage. Okay. Um, and what's the last four digits of your social? Uh, 292-06-0538. And your first and last name? Hunter Lundberg. Mr. Lundberg, for security reasons and just to make sure, we are in the correct file. I need you to verify your complete address and date of birth. Address would be, uh, 10815 Tunnel Hill Road, either New Lex or Crooksville, Ohio, 'cause I live in the middle, so it's weird, and then my birthday would be 12/15/2001. Thank you for the information. We have a telephone number on file. Um, 220-241-8094. Yeah. And I'm going to decline the auto enrollment. Is there anything else I can do for you, sir? No, I just need that canceled. No problem. Thank you for giving us a call. Have a great weekend. All right. Thank you. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Crisis. This is ... How may I help you?

Speaker speaker\_1: Hello. I got a job through Surge. I was just calling to cancel the medical coverage.

Speaker speaker\_0: Okay. Um, and what's the last four digits of your social?

Speaker speaker\_1: Uh, 292-06-0538.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Hunter Lundberg.

Speaker speaker\_0: Mr. Lundberg, for security reasons and just to make sure, we are in the correct file. I need you to verify your complete address and date of birth.

Speaker speaker\_1: Address would be, uh, 10815 Tunnel Hill Road, either New Lex or Crooksville, Ohio, 'cause I live in the middle, so it's weird, and then my birthday would be 12/15/2001.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file. Um, 220-241-8094.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And I'm going to decline the auto enrollment. Is there anything else I can do for you, sir?

Speaker speaker\_1: No, I just need that canceled.

Speaker speaker\_0: No problem. Thank you for giving us a call. Have a great weekend.

Speaker speaker\_1: All right. Thank you. You too.