

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Minnesota Family Dental Care. This is Pamela speaking. How may I help you? Yes, um, this is Shang Hayne. Um, so I just did enrollment yesterday through the, uh, temp agency I was with, but I'm deciding, um, I'm gonna cancel it, but somehow I'm not able to log in and I have the information and it says to confirm on the email, but I never got the email, so I wasn't sure what's going on. But I do want to cancel the, um, the insurance. What's the name of the temp agency? Uh, Doherty. Doherty, okay. Yeah, Doherty. May I have the last four digits of your social? Yes. 6349. Okay. Yes. It's hanging up. For security, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. My address is, uh, 9436 Ulysses Street Northeast. It's in, um, Blaine, Minnesota, 55434, and my date of birth is 5/27/1991. Thank you for the information. We have a phone number on file, 828-448-7071. And your email is your first name, last name 1991 at yah- at gmail.com. Yep, at gmail.com. Yeah, that's correct. Okay. So let's see. You want to cancel the enrollment? Yes. Yes. I just did it yesterday, so yeah. Let me add you here. Okay. But sometimes it ■... You proceed to cancel. Mm-hmm. Yeah, it looks weird because sometimes I didn't go through my email or when I tried to sign in on Vivint Card, it says that my information was wrong. Do you know why it did that, or is it just wasn't processing? Um... Or was it... I'll go ahead and get in it because I was... Um, actually, I don't know why... Uh-huh. ... it would do that. Yes. Mm-hmm. Maybe you have an incorrect password. Yeah, because I was gonna try to, uh, no, no, because I think it's, I was a- I was able to cancel. I think before I logged out, I was able to cancel it, but I couldn't get in. So I wasn't sure it was correct. So I decided to call. Yeah. Well, um, I proceed to cancel the pending enrollment. Is there anything else that I could do for you? Nope. That'd be it. Uh, I appreciate it. Okay. Thank you for giving us a call today. Have a great rest of this day. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Minnesota Family Dental Care. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, um, this is Shang Hayne. Um, so I just did enrollment yesterday through the, uh, temp agency I was with, but I'm deciding, um, I'm gonna cancel it, but somehow I'm not able to log in and I have the information and it says to confirm on the email, but I never got the email, so I wasn't sure what's going on. But I do want to cancel the, um, the

insurance.

Speaker speaker_1: What's the name of the temp agency?

Speaker speaker_2: Uh, Doherty.

Speaker speaker_1: Doherty, okay.

Speaker speaker_2: Yeah, Doherty.

Speaker speaker_1: May I have the last four digits of your social?

Speaker speaker_2: Yes. 6349.

Speaker speaker_1: Okay.

Speaker speaker_2: Yes. It's hanging up.

Speaker speaker_1: For security, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Yes. My address is, uh, 9436 Ulysses Street Northeast. It's in, um, Blaine, Minnesota, 55434, and my date of birth is 5/27/1991.

Speaker speaker_1: Thank you for the information. We have a phone number on file, 828-448-7071. And your email is your first name, last name 1991 at yah- at gmail.com.

Speaker speaker_2: Yep, at gmail.com. Yeah, that's correct.

Speaker speaker_1: Okay. So let's see. You want to cancel the enrollment?

Speaker speaker_2: Yes. Yes. I just did it yesterday, so yeah.

Speaker speaker_1: Let me add you here. Okay.

Speaker speaker_2: But sometimes it ■...

Speaker speaker_1: You proceed to cancel.

Speaker speaker_2: Mm-hmm. Yeah, it looks weird because sometimes I didn't go through my email or when I tried to sign in on Vivint Card, it says that my information was wrong. Do you know why it did that, or is it just wasn't processing?

Speaker speaker_1: Um...

Speaker speaker_2: Or was it... I'll go ahead and get in it because I was...

Speaker speaker_1: Um, actually, I don't know why...

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... it would do that.

Speaker speaker_2: Yes. Mm-hmm.

Speaker speaker_1: Maybe you have an incorrect password.

Speaker speaker_2: Yeah, because I was gonna try to, uh, no, no, because I think it's, I was a- I was able to cancel. I think before I logged out, I was able to cancel it, but I couldn't get in. So I wasn't sure it was correct. So I decided to call. Yeah.

Speaker speaker_1: Well, um, I proceed to cancel the pending enrollment. Is there anything else that I could do for you?

Speaker speaker_2: Nope. That'd be it. Uh, I appreciate it.

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

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Bye.