

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? Um, good afternoon, ma'am. My name is, uh, Emmanuel Laguer. I tried to call you about the insurance. Okay. And who do you work for, sir? I work for Surge. And, um, the last four digits of your social? 5407. Give me one second. 5407? Mm-hmm. All right. You've seen my account? Your first and last name, sir? Uh, first name is, uh, Emmanuel. Last name is, uh, Laguer. Mr. Laguer, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. My date of birth is on December 31st, 1967. My address is, uh, 6604 Latimer Avenue, contest city, Alabama, 3576. Thank you for the information. We have a telephone number on file, 256-744-9098, and your email is emmanuel- Yes. ... 121967- Yes, ma'am. ... at gmail. Okay. And what do you need help with? I need to cancel the insurance. Right. The cancellation process does take seven to 10 days for all changes to be processed. You might experience one or two deductions before it's completely canceled. Okay. Is there anything else I could do for you, sir? No, that's all. That's what, uh, that's what I need. All right. Thank you for giving us a call. Oh, no. Have a pleasant rest of your day.

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: Um, good afternoon, ma'am. My name is, uh, Emmanuel Laguer. I tried to call you about the insurance.

Speaker speaker_0: Okay. And who do you work for, sir?

Speaker speaker_1: I work for Surge.

Speaker speaker_0: And, um, the last four digits of your social?

Speaker speaker_1: 5407.

Speaker speaker_0: Give me one second. 5407?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right.

Speaker speaker_1: You've seen my account?

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_1: Uh, first name is, uh, Emmanuel. Last name is, uh, Laguer.

Speaker speaker_0: Mr. Laguer, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_1: My date of birth is on December 31st, 1967. My address is, uh, 6604 Latimer Avenue, contest city, Alabama, 3576.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 256-744-9098, and your email is emmanuel-

Speaker speaker_1: Yes.

Speaker speaker_0: ... 121967-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... at gmail. Okay. And what do you need help with?

Speaker speaker_1: I need to cancel the insurance.

Speaker speaker_0: Right. The cancellation process does take seven to 10 days for all changes to be processed. You might experience one or two deductions before it's completely canceled.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I could do for you, sir?

Speaker speaker_1: No, that's all. That's what, uh, that's what I need.

Speaker speaker_0: All right. Thank you for giving us a call.

Speaker speaker_1: Oh, no.

Speaker speaker_0: Have a pleasant rest of your day.