

## **Transcript: Pamela**

**Blanc-6191914228826112-5872527307358208**

### **Full Transcript**

Thank you for calling Benefits ... Yeah. ... in a Car. This is Pamela speaking. How may I help you? Hi, Pamela. I was calling to cancel all of my enrollment. Okay. And who do you work for? I work for Creative Circle. May I have the last, , four digits of your Social? 8095. And your first and last name? Arsenio Ward. Mr. Ward, 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 address is 5911 San Gabriel Lane, Atlanta, Georgia 30349. My date of birth is 7/15/1989. Thank you for the information. We have a telephone number on file, 612-423-9748, and you emailed your first name dot your last name at email account. Correct. So I could request the cancellation. It does take one to two weeks for all changes to be processed, and you might experience one or two deductions before it s- it s completely canceled. Okay. All right. Is there anything else I could do for you, sir? And would I res- I would, uh, obviously, will receive email confirmation once the cancellation is confirmed? Yeah. I could, yes, I could, um, request one to be sent out to you. Okay. All right. Anything else I could do, sir? That s all. Yeah. All right. Thank you for giving us a call today. Have a great rest of the day. Thank you. Bye now. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits ...

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... in a Car. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hi, Pamela. I was calling to cancel all of my enrollment.

Speaker speaker\_0: Okay. And who do you work for?

Speaker speaker\_2: I work for Creative Circle.

Speaker speaker\_0: May I have the last, , four digits of your Social?

Speaker speaker\_2: 8095.

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

Speaker speaker\_2: Arsenio Ward.

Speaker speaker\_0: Mr. Ward, 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\_2: My address is 5911 San Gabriel Lane, Atlanta, Georgia 30349. My date of birth is 7/15/1989.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 612-423-9748, and you emailed your first name dot your last name at email account.

Speaker speaker\_2: Correct.

Speaker speaker\_0: So I could request the cancellation. It does take one to two weeks for all changes to be processed, and you might experience one or two deductions before it s- it s completely canceled.

Speaker speaker\_2: Okay.

Speaker speaker\_0: All right. Is there anything else I could do for you, sir?

Speaker speaker\_2: And would I res- I would, uh, obviously, will receive email confirmation once the cancellation is confirmed?

Speaker speaker\_0: Yeah. I could, yes, I could, um, request one to be sent out to you.

Speaker speaker\_2: Okay.

Speaker speaker\_0: All right. Anything else I could do, sir?

Speaker speaker\_2: That s all.

Speaker speaker\_0: Yeah. All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_2: Thank you. Bye now.

Speaker speaker\_0: Bye-bye.