

Transcript: Pamela

Blanc-6309482864230400-5886215045169152

Full Transcript

... benefits so far. This is Pamela speaking. How may I help you? Hi, Pamela. My name is Ricardo Cervantes. I was calling to, um, cancel my insurance policy that I, uh, have through you guys. And who do you work for, sir? It's Superior Skilled Trades. Can I have the last three digits of your Social? Yes. 7313. Mr. Cervantes, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Yes. It's 421 West 5th Street, Merced, California 95341, and the date of birth is 8-3-84. Thank you for that information. We have a telephone number on file, 209-75-568801 and 209-7568991. Yeah. Yes. Uh, and then we have sird_99@yahoo.com. Yes. Okay. So, uh, let me see. I could cancel. You want to cancel everything? Yeah. Cancel everything please. Okay. So I'm- I've went ahead and requested cancellation. Um- Okay. ... the process does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Is there anything else I can do for you, sir? Oh, th- they haven't, um, they haven't taken any deductions because I guess they told me it would take three weeks for it to go through. So will that still affect anything? I mean, 'cause you said it'd take one to two weeks for the cancellation, correct? Yeah. It might... Well, we send this information to your employer. Um- Okay. And it's up to them how long it takes for them to process, to process the information. Yeah. So that's why the timeframe is one to two weeks. So today's- Okay. ... whatever we could do on our end, I already did it. Now it's up to them- Okay. ... to finish the process. Okay. Sounds good. Also, will I get any type of, uh... I mean, I know I remember you guys normally have, if we didn't take the insurance or did you give us, like, an opt-out form? Do I get any form or anything saying that the poli- I don't have a policy through you guys, or... Well, I could request a cancellation, a confirmation of cancellation, so we send that to you. It takes 24 hours. Okay. Yeah. Can you do that please? Okay. Anything else I can do for you, sir? No? Yes. Anything else I can do for you, sir? No. No, that'll be all. No, because it won't be active, because they technically haven't started yet. Yeah. No, yeah, that'll be all. All right. Thank you for giving us a call. Have a great rest of the day. Thank you. You too.

Conversation Format

Speaker speaker_0: ... benefits so far. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi, Pamela. My name is Ricardo Cervantes. I was calling to, um, cancel my insurance policy that I, uh, have through you guys.

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

Speaker speaker_1: It's Superior Skilled Trades.

Speaker speaker_0: Can I have the last three digits of your Social?

Speaker speaker_1: Yes. 7313.

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

Speaker speaker_1: Yes. It's 421 West 5th Street, Merced, California 95341, and the date of birth is 8-3-84.

Speaker speaker_0: Thank you for that information. We have a telephone number on file, 209-75-568801 and 209-7568991.

Speaker speaker_1: Yeah. Yes.

Speaker speaker_0: Uh, and then we have sird_99@yahoo.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, uh, let me see. I could cancel. You want to cancel everything?

Speaker speaker_1: Yeah. Cancel everything please.

Speaker speaker_0: Okay. So I'm- I've went ahead and requested cancellation. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the process does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Is there anything else I can do for you, sir?

Speaker speaker_1: Oh, th- they haven't, um, they haven't taken any deductions because I guess they told me it would take three weeks for it to go through. So will that still affect anything? I mean, 'cause you said it'd take one to two weeks for the cancellation, correct?

Speaker speaker_0: Yeah. It might... Well, we send this information to your employer. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: And it's up to them how long it takes for them to process, to process the information.

Speaker speaker_1: Yeah.

Speaker speaker_0: So that's why the timeframe is one to two weeks. So today's-

Speaker speaker_1: Okay.

Speaker speaker_0: ... whatever we could do on our end, I already did it. Now it's up to them-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to finish the process.

Speaker speaker_1: Okay. Sounds good. Also, will I get any type of, uh... I mean, I know I remember you guys normally have, if we didn't take the insurance or did you give us, like, an opt-out form? Do I get any form or anything saying that the poli- I don't have a policy through you guys, or...

Speaker speaker_0: Well, I could request a cancellation, a confirmation of cancellation, so we send that to you. It takes 24 hours.

Speaker speaker_1: Okay. Yeah. Can you do that please?

Speaker speaker_0: Okay. Anything else I can do for you, sir? No?

Speaker speaker_1: Yes.

Speaker speaker_0: Anything else I can do for you, sir?

Speaker speaker_1: No. No, that'll be all. No, because it won't be active, because they technically haven't started yet. Yeah. No, yeah, that'll be all.

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

Speaker speaker_1: Thank you. You too.