

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi. Did you say Pamela? Yes, sir. Hi, Pamela. This is Chad Richie calling. I have a policy, uh, with you through Oxford, uh, which is my employer, and I'm calling to cancel that policy, or cancel the coverage. Okay. May I have the last four digits of your Social? Sure. 6393. 6393? Correct. Can you repeat your name one more time, sir? Sure. Chad, C-h-a-d. Last name Richie, R as in Romeo, i, t as in tango, c-h-e-y as in yankee. Thank you, Mr. Richie. For security reasons, let's verify your complete address and date of birth, please. Sure. 345 Plaza Lane, Plymouth, Wisconsin, 53073. And my, uh, date of birth is 07-31-71. Thank you for the information. We have a phone number on file, 608-358-3131. Correct. All right. So I'm gonna, um, proceed to request a cancellation. It takes 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 could do for you? Nope. That'll do it. All right. Thank you for giving us a call. Have a great rest of the ... um, the day. You too. Thanks, ma'am. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Did you say Pamela?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Hi, Pamela. This is Chad Richie calling. I have a policy, uh, with you through Oxford, uh, which is my employer, and I'm calling to cancel that policy, or cancel the coverage.

Speaker speaker_0: Okay. May I have the last four digits of your Social?

Speaker speaker_1: Sure. 6393.

Speaker speaker_0: 6393?

Speaker speaker_1: Correct.

Speaker speaker_0: Can you repeat your name one more time, sir?

Speaker speaker_1: Sure. Chad, C-h-a-d. Last name Richie, R as in Romeo, i, t as in tango, c-h-e-y as in yankee.

Speaker speaker_0: Thank you, Mr. Richie. For security reasons, let's verify your complete address and date of birth, please.

Speaker speaker_1: Sure. 345 Plaza Lane, Plymouth, Wisconsin, 53073. And my, uh, date of birth is 07-31-71.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 608-358-3131.

Speaker speaker_1: Correct.

Speaker speaker_0: All right. So I'm gonna, um, proceed to request a cancellation. It takes 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 could do for you?

Speaker speaker_1: Nope. That'll do it.

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

Speaker speaker_1: You too. Thanks, ma'am. All right. Bye-bye.