

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Uh, yes, ma'am. Uh, I was calling about... I wanted to decline on my insurance before, uh, it was taken out. Who do you work for, sir? Megaforce. May I have the last three- I'm just, um- ... digits of your Social so I can pull up your file? Excuse me? One more time? Can you please provide me with the last four digits of your s- your Social so, um- Y- yes, ma'am. 2420. Your first and last name, sir. Donald Seward. S-H-E-W-A-R-D. Okay. You said Donald Seward? Yes, ma'am. Mr. Seward- ... for security reasons, just to make sure we are in the correct file, we need to verify the complete address and date of birth. Uh, my, my date of birth is 7-3 of '68, and my address is 5420 Sandstone Drive, Fayetteville, North Carolina. Thank you for your information. Yes, ma'am. Your Social is 28311? Yes. Yes. We have a telephone number on file, 662-370-9429, and your email is your first name.ray.seward, your last name, @gmail.com. Yes, ma'am. Okay. So you want to cancel the benefits that you enrolled in? Yes, please, for, for now because, uh, they... I'm on a different job. It's not, it's not paying as well as I... it was, it was supposed to be, so I- Okay. ... can't afford it right now. So, the enrollment was already sent, um, processed. We have not received any deductions yet, but just in case that it happens, um, the process take one to two weeks for all changes to be processed. I- Okay. It doesn't- Yes, I- ... show here- Yes, ma'am. ... on everything, but- I'm sp- it- ... just in case you know why. Right. Okay. Okay? Thank you. Thank you for giving us a call. Have a great rest of the day. You too. Thank you. 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 Benefits and a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yes, ma'am. Uh, I was calling about... I wanted to decline on my insurance before, uh, it was taken out.

Speaker speaker_1: Who do you work for, sir?

Speaker speaker_2: Megaforce.

Speaker speaker_1: May I have the last three-

Speaker speaker_2: I'm just, um-

Speaker speaker_1: ... digits of your Social so I can pull up your file?

Speaker speaker_2: Excuse me? One more time?

Speaker speaker_1: Can you please provide me with the last four digits of your s- your Social so, um-

Speaker speaker_2: Y- yes, ma'am. 2420.

Speaker speaker_1: Your first and last name, sir.

Speaker speaker_2: Donald Seward. S-H-E-W-A-R-D.

Speaker speaker_1: Okay. You said Donald Seward?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Mr. Seward- ... for security reasons, just to make sure we are in the correct file, we need to verify the complete address and date of birth.

Speaker speaker_2: Uh, my, my date of birth is 7-3 of '68, and my address is 5420 Sandstone Drive, Fayetteville, North Carolina.

Speaker speaker_1: Thank you for your information.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Your Social is 28311?

Speaker speaker_2: Yes. Yes.

Speaker speaker_1: We have a telephone number on file, 662-370-9429, and your email is your first name.ray.seward, your last name, @gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So you want to cancel the benefits that you enrolled in?

Speaker speaker_2: Yes, please, for, for now because, uh, they... I'm on a different job. It's not, it's not paying as well as I... it was, it was supposed to be, so I-

Speaker speaker_1: Okay.

Speaker speaker_2: ... can't afford it right now.

Speaker speaker_1: So, the enrollment was already sent, um, processed. We have not received any deductions yet, but just in case that it happens, um, the process take one to two weeks for all changes to be processed. I-

Speaker speaker_2: Okay.

Speaker speaker_1: It doesn't-

Speaker speaker_2: Yes, I-

Speaker speaker_1: ... show here-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... on everything, but-

Speaker speaker_2: I'm sp- it-

Speaker speaker_1: ... just in case you know why.

Speaker speaker_2: Right. Okay.

Speaker speaker_1: Okay?

Speaker speaker_2: Thank you.

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

Speaker speaker_2: You too. Thank you. Bye-bye.