

Transcript: Pamela

Blanc-6563778108112896-5019548034318336

Full Transcript

Thank you for calling Benefits and Accords. This is... Thank you for calling Benefits and Accords. This is Thelma speaking. I'm at- Hi. So this is Selena McDermott. So I have the insurance through my employer, Surge Staffing, but I never wound up using the insurance and I got my own. So I was wondering if I could just go ahead and cancel this. Yes, ma'am. May I have the last four digits of your Social? Yes. That's going to be 5754. And your first and last name? Selena McDermott. Selena? Yes. And what was the last name? McDermott. McDerm... . Miss Selena, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth? Yeah. So my complete address is going to be 551 Eiger Way, Henderson, Nevada, Apartment 228. And my date of birth is February 3rd, 2002. Thank you for the information. We have a phone number on file, 702-300-1686. Okay. And your email is selena1116597@gmail.com. Yes. Okay. I could request a cancellation. It does take one to two weeks 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? Um, so when this does get canceled, am I going to get like an email notification or how will I know when it's complete? Well, on our end, we already have, um, like I already have sent the, the information out to you in our system. Now, it will go to your employer and they have to do their part. Okay. We don't have access to your payroll, but I could request a cancellation letter to be sent out to you. Yes, please. So we process it, all right? Is there anything else I could do for you? Uh, no, that'll be all. All right, thank you for calling Benefits and Accords. Have a great rest of the day. Thank you. You as well.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Accords. This is... Thank you for calling Benefits and Accords. This is Thelma speaking. I'm at-

Speaker speaker_1: Hi. So this is Selena McDermott. So I have the insurance through my employer, Surge Staffing, but I never wound up using the insurance and I got my own. So I was wondering if I could just go ahead and cancel this.

Speaker speaker_0: Yes, ma'am. May I have the last four digits of your Social?

Speaker speaker_1: Yes. That's going to be 5754.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Selena McDermott.

Speaker speaker_0: Selena?

Speaker speaker_1: Yes.

Speaker speaker_0: And what was the last name?

Speaker speaker_1: McDermott.

Speaker speaker_0: McDerm... . Miss Selena, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_1: Yeah. So my complete address is going to be 551 Eiger Way, Henderson, Nevada, Apartment 228. And my date of birth is February 3rd, 2002.

Speaker speaker_0: Thank you for the information. We have a phone number on file, 702-300-1686.

Speaker speaker_1: Okay.

Speaker speaker_0: And your email is selena1116597@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I could request a cancellation. It does take one to two weeks 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?

Speaker speaker_1: Um, so when this does get canceled, am I going to get like an email notification or how will I know when it's complete?

Speaker speaker_0: Well, on our end, we already have, um, like I already have sent the, the information out to you in our system. Now, it will go to your employer and they have to do their part.

Speaker speaker_1: Okay.

Speaker speaker_0: We don't have access to your payroll, but I could request a cancellation letter to be sent out to you.

Speaker speaker_1: Yes, please.

Speaker speaker_0: So we process it, all right? Is there anything else I could do for you?

Speaker speaker_1: Uh, no, that'll be all.

Speaker speaker_0: All right, thank you for calling Benefits and Accords. Have a great rest of the day.

Speaker speaker_1: Thank you. You as well.