

## Transcript: Pamela

**Blanc-6612576286326784-4629914466172928**

### Full Transcript

Thank you for calling Benefits Center. This is speaking. How may I help you? Hey, um, I was... So I have, um, well, I've been at, uh, Michelin for a while, through MAU, and I wanted to change my insurance. Um, and I was told to call this number. May I have the last four digits of your social? The last four is 0491. Your first and last name? My first name is C-a-d-e, and my last name is K-l-a-c-z-k-o. Okay. At the f... Claxtil? Yeah, Claxtil. Okay, mate, one second. Okay. Just bear with me just just a minute. Oh, you're fine. Okay, Mr. Claxtil, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Um, it's 1 Forest Glen Court, Pelzer, South Carolina. And then my birthday is March, so 03/31/2000. Thank you for the information. We have a phone number on file, 864-597-6411, and your email is your first name, last name at gmail.com. Yes. Uh, my number needs to be updated, my phone number. Okay. Is that the one you're calling from? It is. It's, um... Do you need it- What's the code? 864-421-7840? Yes. And what would you like to change on your benefits? Um, I wanted to actually, 'cause I was gonna get another insurance policy, I didn't need benefits on the card anymore. Okay. Um, so I was trying to, I was trying to make changes before the enrollment, um, like before the due date. So I kind of just wanted to take the... I think I had medical, maybe dental on there. I just wanted to take everything off. So you got dental, vis- I mean, I'm sorry, dental, medical, short term disability, and life insurance. You want to cancel- Yeah, I want to do... Yes, please. I want to cancel all of it. Okay. So the process for the cancellations does take one to two weeks for all changes to be processed. Okay. You might experience one or two deductions before it's completely canceled. Okay, that's fine. Is there anything else I could do for you, sir? Um, no, it was just that. All right. Thank you for giving up, uh, today. Have a great rest of the day. Thank you so m... You too. Thank you so much.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits Center. This is speaking. How may I help you?

Speaker speaker\_1: Hey, um, I was... So I have, um, well, I've been at, uh, Michelin for a while, through MAU, and I wanted to change my insurance. Um, and I was told to call this number.

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

Speaker speaker\_1: The last four is 0491.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: My first name is C-a-d-e, and my last name is K-l-a-c-z-k-o.

Speaker speaker\_0: Okay. At the f... Claxtil?

Speaker speaker\_1: Yeah, Claxtil.

Speaker speaker\_0: Okay, mate, one second.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Just bear with me just just a minute.

Speaker speaker\_1: Oh, you're fine.

Speaker speaker\_0: Okay, Mr. Claxtil, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: Um, it's 1 Forest Glen Court, Pelzer, South Carolina. And then my birthday is March, so 03/31/2000.

Speaker speaker\_0: Thank you for the information. We have a phone number on file, 864-597-6411, and your email is your first name, last name at gmail.com.

Speaker speaker\_1: Yes. Uh, my number needs to be updated, my phone number.

Speaker speaker\_0: Okay. Is that the one you're calling from?

Speaker speaker\_1: It is. It's, um... Do you need it-

Speaker speaker\_0: What's the code? 864-421-7840?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And what would you like to change on your benefits?

Speaker speaker\_1: Um, I wanted to actually, 'cause I was gonna get another insurance policy, I didn't need benefits on the card anymore.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, so I was trying to, I was trying to make changes before the enrollment, um, like before the due date. So I kind of just wanted to take the... I think I had medical, maybe dental on there. I just wanted to take everything off.

Speaker speaker\_0: So you got dental, vis- I mean, I'm sorry, dental, medical, short term disability, and life insurance. You want to cancel-

Speaker speaker\_1: Yeah, I want to do... Yes, please. I want to cancel all of it.

Speaker speaker\_0: Okay. So the process for the cancellations does take one to two weeks for all changes to be processed.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You might experience one or two deductions before it's completely canceled.

Speaker speaker\_1: Okay, that's fine.

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

Speaker speaker\_1: Um, no, it was just that.

Speaker speaker\_0: All right. Thank you for giving up, uh, today. Have a great rest of the day.

Speaker speaker\_1: Thank you so m... You too. Thank you so much.