

Transcript: VICTORIA

Taylor-5829428211826688-6599467261181952

Full Transcript

Your call- Hello. ... will be monitored or recorded for quality assurance purposes. Hey, is this Paul? Yes, it is. Hey, this is Victoria. We just spoke about the medical insurance through Partners Personal? Yes. Hey, so I was looking, um, further in our systems about the coverage. Do you remember the name of the medical plan that you had? Was it the Minimum Value Plan by chance? Uh, actually I cannot remember. I did that back in March, I believe. Yeah, 'cause I... I'm looking here at the notes and it looks like you were approved for the Minimum Value Plan, which shows up a little differently in our systems. Is that what you're wanting to cancel? Yes. Okay. Uh, yes, I... I found, I found a better deal and was able to get my wife some insurance. Okay. Let me c- uh, reach out to upper management, um, and see how we would go about canceling that, and I can give you, um, a call back regarding that. Okay, that sounds good. Thank you very much. Yes, sir. You have a wonderful day. All right. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

Speaker speaker_0: ... will be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hey, is this Paul?

Speaker speaker_1: Yes, it is.

Speaker speaker_2: Hey, this is Victoria. We just spoke about the medical insurance through Partners Personal?

Speaker speaker_1: Yes.

Speaker speaker_2: Hey, so I was looking, um, further in our systems about the coverage. Do you remember the name of the medical plan that you had? Was it the Minimum Value Plan by chance?

Speaker speaker_1: Uh, actually I cannot remember. I did that back in March, I believe.

Speaker speaker_2: Yeah, 'cause I... I'm looking here at the notes and it looks like you were approved for the Minimum Value Plan, which shows up a little differently in our systems. Is that what you're wanting to cancel?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, yes, I... I found, I found a better deal and was able to get my wife some insurance.

Speaker speaker_2: Okay. Let me c- uh, reach out to upper management, um, and see how we would go about canceling that, and I can give you, um, a call back regarding that.

Speaker speaker_1: Okay, that sounds good. Thank you very much.

Speaker speaker_2: Yes, sir. You have a wonderful day.

Speaker speaker_1: All right. You too.

Speaker speaker_2: Thank you. Bye-bye.