

Transcript: Chris Sofield (deactivated)-4905119702269952-4577465237192704

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey. How you doing, uh, Mr. Chris? This is Michael John calling. Um, I was calling, um, because I want to cancel my insurance from Wagner Staffing Agency. Okay. Okay. What's the last four of your social? 8449. All right, Mr. John. Could you verify your address and your date of birth, please? Uh, I believe the address that I put is, uh, 10 Cinnamon Palm Circle, uh, 10 Cinnamon Palm Circle, Coventry... No. Yeah, I think it's Covington, Georgia 30016. All right, and your date of birth? My date of birth is 03-20-1992. Thank you. We have a phone on file for you at 470-412-2681. Is that correct? Yes, sir. All right. I'll go ahead and start that cancellation process for you. Please be aware, cancellation does take one to two weeks to fully process. It's got to go through Wagner's payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage but you won't see any more than two at the most. Okay? All right. Yes. Thank you. No problem. Anything else? Uh, no, that'd be it. All right. If that's everything, thanks again for calling. Have a wonderful day. You, you too. Thank you. You're welcome. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello. Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hey. How you doing, uh, Mr. Chris? This is Michael John calling. Um, I was calling, um, because I want to cancel my insurance from Wagner Staffing Agency.

Speaker speaker_1: Okay. Okay. What's the last four of your social?

Speaker speaker_2: 8449.

Speaker speaker_1: All right, Mr. John. Could you verify your address and your date of birth, please?

Speaker speaker_2: Uh, I believe the address that I put is, uh, 10 Cinnamon Palm Circle, uh, 10 Cinnamon Palm Circle, Coventry... No. Yeah, I think it's Covington, Georgia 30016.

Speaker speaker_1: All right, and your date of birth?

Speaker speaker_2: My date of birth is 03-20-1992.

Speaker speaker_1: Thank you. We have a phone on file for you at 470-412-2681. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. I'll go ahead and start that cancellation process for you. Please be aware, cancellation does take one to two weeks to fully process. It's got to go through Wagner's payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage but you won't see any more than two at the most. Okay?

Speaker speaker_2: All right. Yes. Thank you.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: Uh, no, that'd be it.

Speaker speaker_1: All right. If that's everything, thanks again for calling. Have a wonderful day.

Speaker speaker_2: You, you too. Thank you.

Speaker speaker_1: You're welcome. Bye now.