

Transcript: Chris Sofield (deactivated)-5083695703605248-6231432742518784

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Yes, hi, Chris. This is Jocelyn, um, Garcia. I'm calling, um, 'cause I wanted to cancel the policy. Okay. What staffing company do you work with? Search Staffing. And the last four of your Social? Sorry, what was that? And the last four of your Social? Oh, 7360. And what was the last name? Garcia. All right. Ms. Garcia, could you verify your address and your date of birth for me please? Yes. It is, um, 1626 Centerville Road, Dallas, Texas 75228. And my date of birth is 9/25/'93. Thank you. We have a phone on file of 972-598-5800. Is that correct? Yes, correct. All right. I have you opted out of automatic enrollment. You're good to go. Anything else? Okay. No, that'll be all. So I will... they wouldn't start... they wouldn't charge me from my check anymore, right? Uh, they, there have been no deductions for insurance, uh, premiums from your check at all, and you've opted- Mm-hmm. ... out, so they should not start. Okay, perfect. Thank you so much. You're welcome. Thanks for calling in. Mm-hmm. Bye-bye. Have a good day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_2: Yes, hi, Chris. This is Jocelyn, um, Garcia. I'm calling, um, 'cause I wanted to cancel the policy.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Search Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Sorry, what was that?

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Oh, 7360.

Speaker speaker_1: And what was the last name?

Speaker speaker_2: Garcia.

Speaker speaker_1: All right. Ms. Garcia, could you verify your address and your date of birth for me please?

Speaker speaker_2: Yes. It is, um, 1626 Centerville Road, Dallas, Texas 75228. And my date of birth is 9/25/'93.

Speaker speaker_1: Thank you. We have a phone on file of 972-598-5800. Is that correct?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: All right. I have you opted out of automatic enrollment. You're good to go. Anything else?

Speaker speaker_2: Okay. No, that'll be all. So I will... they wouldn't start... they wouldn't charge me from my check anymore, right?

Speaker speaker_1: Uh, they, there have been no deductions for insurance, uh, premiums from your check at all, and you've opted-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... out, so they should not start.

Speaker speaker_2: Okay, perfect. Thank you so much.

Speaker speaker_1: You're welcome. Thanks for calling in.

Speaker speaker_2: Mm-hmm. Bye-bye.

Speaker speaker_1: Have a good day.