

Transcript: Chris Sofield

(deactivated)-5814998945546240-4980878262714368

Full Transcript

Your call- Hello. ... will be monitored or recorded for quality assurance purposes. Hi, good afternoon. Can I speak with Gabriella Moore? May I ask who's speaking? My name is Chris. I'm with Benefits in a Card, calling on behalf of MAU. We're responding to a voice message that, that was left with us over the weekend. Oh, yes, this is her. Um, I was calling just to cancel the insurance that I had, uh, did when I first, uh, uh, did it. Okay. Yeah, that's fine. Um, I just do need to ask a couple of questions before we move forward, just to be able to make sure that I'm looking at the right file, um, just to confirm so we're not... so we're doing what we need to where we need to do it. Mm-hmm. But first, this call is being recorded for quality assurance and training purposes. Uh, Miss Moore, um, could you just real quick verify the last four of your Social for me? 04093. Okay, thank you. All right, pulling up your file, I show it looks like we got a... an enrollment form that you filled out, uh, looks like at the beginning- Mm-hmm. ... of the month, requesting medical and vision. Uh, did you want- Mm-hmm. ... to cancel both of these or did you want to keep one of them? Hmm, just cancel both of 'em. Okay. We'll go ahead and stop the, uh, pending enrollment then, and because it, it hasn't even been long enough for anything to process, you shouldn't see any deductions coming out of your checks for this. Okay, thank you. No problem. Uh, anything else, ma'am? No, that'll be it. Thank y'all. You're welcome. Thanks for taking the time to speak with me and have a good day. You too. Bye. Goodbye now.

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: Hi, good afternoon. Can I speak with Gabriella Moore?

Speaker speaker_1: May I ask who's speaking?

Speaker speaker_2: My name is Chris. I'm with Benefits in a Card, calling on behalf of MAU. We're responding to a voice message that, that was left with us over the weekend.

Speaker speaker_3: Oh, yes, this is her. Um, I was calling just to cancel the insurance that I had, uh, did when I first, uh, uh, did it.

Speaker speaker_2: Okay. Yeah, that's fine. Um, I just do need to ask a couple of questions before we move forward, just to be able to make sure that I'm looking at the right file, um, just to confirm so we're not... so we're doing what we need to where we need to do it.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: But first, this call is being recorded for quality assurance and training purposes. Uh, Miss Moore, um, could you just real quick verify the last four of your Social for me?

Speaker speaker_3: 04093.

Speaker speaker_2: Okay, thank you. All right, pulling up your file, I show it looks like we got a... an enrollment form that you filled out, uh, looks like at the beginning-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... of the month, requesting medical and vision. Uh, did you want-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... to cancel both of these or did you want to keep one of them?

Speaker speaker_3: Hmm, just cancel both of 'em.

Speaker speaker_2: Okay. We'll go ahead and stop the, uh, pending enrollment then, and because it, it hasn't even been long enough for anything to process, you shouldn't see any deductions coming out of your checks for this.

Speaker speaker_3: Okay, thank you.

Speaker speaker_2: No problem. Uh, anything else, ma'am?

Speaker speaker_3: No, that'll be it. Thank y'all.

Speaker speaker_2: You're welcome. Thanks for taking the time to speak with me and have a good day.

Speaker speaker_3: You too. Bye.

Speaker speaker_2: Goodbye now.