

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hey, I'm Brandon Woods. I would like to cancel the, I would like to cancel my card. Okay, yeah, I can help you with that. Um, what staffing agency do you work for? Herb Staffing. It's- And then what are the last four of your Social? 688. For security purposes, I do need you to verify your full address and your date of birth. 104 Windmill Plantation Road, January 19th, 2003. Okay, thank you. Is your phone number 233-4669? Yes, ma'am. Okay, and then I have brandonwelcher45@icloud.com. Yes, ma'am. I'm sorry, what was that city and state again? I just want to make sure I have it on there right. Macon, Georgia. Okay, thank you. And then for security purposes, um, I do have to let you know that it takes seven to 10 days for any cancellations to process. So there's a possibility that you may still experience one or two deductions but I'ma go ahead and cancel that coverage, okay? Yes, ma'am. Thank you. You're welcome. Have a nice day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hey, I'm Brandon Woods. I would like to cancel the, I would like to cancel my card.

Speaker speaker_1: Okay, yeah, I can help you with that. Um, what staffing agency do you work for?

Speaker speaker_2: Herb Staffing. It's-

Speaker speaker_1: And then what are the last four of your Social?

Speaker speaker_2: 688.

Speaker speaker_1: For security purposes, I do need you to verify your full address and your date of birth.

Speaker speaker_2: 104 Windmill Plantation Road, January 19th, 2003.

Speaker speaker_1: Okay, thank you. Is your phone number 233-4669?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, and then I have brandonwelcher45@icloud.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: I'm sorry, what was that city and state again? I just want to make sure I have it on there right.

Speaker speaker_2: Macon, Georgia.

Speaker speaker_1: Okay, thank you. And then for security purposes, um, I do have to let you know that it takes seven to 10 days for any cancellations to process. So there's a possibility that you may still experience one or two deductions but I'ma go ahead and cancel that coverage, okay?

Speaker speaker_2: Yes, ma'am. Thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You too.