

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. I would like to cancel my account. Okay. Uh, what staff agency- Oh. ... do you work for? Creative Circle. And by cancel account, I mean, um, I want to, uh, disenroll from all coverage. Yep. Gotcha, so just cancel your coverage. You said you worked with Cr- Creative Circle? Let's see, let's see. Yeah. That's the agency, yeah. And then what are the last four of your Social? 7461. Okay, and then your first and last name, please. First name is Shauna, last name McCullough. Okay. And you said 7461? 7464. 7464. Okay, thank you. For security purposes, could you please verify your full address as well as your date of birth for me? Date of birth is March 23rd, 1993. Um, the address, my street address is 162 Vermont Ave, Bay Shore, New York, or 385 Gambrell Drive, Jersey City, New Jersey. And then is it 631-398-106 for your phone number? Yeah. Okay. Okay, thank you. And then I have your first name, last name, @gmail.com. Is that correct? Well, no, it's ShaunaD and then my last name @gmail.com. All right, thank you. All right, and then you wanted to cancel your two medical plans. Is that correct? Yes, and any other plans that I have with you guys that I don't really know what those are. Okay. Okay. Okay, so just, um, I do have to let you know that it takes up to 10 days for any cancellations to process. So you may experience one or two deductions still, for that cancellations. But it shouldn't pass two deductions. But I went ahead and canceled your coverage. Okay. Um, do I get an email or something? Or how do I like- I can... Yes, ma'am. So I can request a cancellation confirmation. And then, uh, they'll send it to that email that you have on file. So it's your first name, the letter D and then your last name, @gmail.com. Is that correct? Yeah. Okay. Yes, ma'am. So I'll send that email and you should be probably receiving it probably by the end of today or sooner. Okay. Thanks. You're welcome. Have a nice day. Thank you so much.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. I would like to cancel my account.

Speaker speaker_0: Okay. Uh, what staff agency-

Speaker speaker_1: Oh.

Speaker speaker_0: ... do you work for?

Speaker speaker_1: Creative Circle. And by cancel account, I mean, um, I want to, uh, disenroll from all coverage.

Speaker speaker_0: Yep. Gotcha, so just cancel your coverage. You said you worked with Cr-Creative Circle? Let's see, let's see.

Speaker speaker_1: Yeah. Th- that's the agency, yeah.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 7461.

Speaker speaker_0: Okay, and then your first and last name, please.

Speaker speaker_1: First name is Shauna, last name McCullough.

Speaker speaker_0: Okay. And you said 7461?

Speaker speaker_1: 7464.

Speaker speaker_0: 7464. Okay, thank you. For security purposes, could you please verify your full address as well as your date of birth for me?

Speaker speaker_1: Date of birth is March 23rd, 1993. Um, the address, my street address is 162 Vermont Ave, Bay Shore, New York, or 385 Gambrill Drive, Jersey City, New Jersey.

Speaker speaker_0: And then is it 631-398-106 for your phone number?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Okay, thank you. And then I have your first name, last name, @gmail.com. Is that correct?

Speaker speaker_1: Well, no, it's ShaunaD and then my last name @gmail.com.

Speaker speaker_0: All right, thank you. All right, and then you wanted to cancel your two medical plans. Is that correct?

Speaker speaker_1: Yes, and any other plans that I have with you guys that I don't really know what those are.

Speaker speaker_0: Okay. Okay. Okay, so just, um, I do have to let you know that it takes up to 10 days for any cancellations to process. So you may experience one or two deductions still, for that cancellations. But it shouldn't pass two deductions. But I went ahead and canceled your coverage.

Speaker speaker_1: Okay. Um, do I get an email or something? Or how do I like-

Speaker speaker_0: I can... Yes, ma'am. So I can request a cancellation confirmation. And then, uh, they'll send it to that email that you have on file. So it's your first name, the letter D and then your last name, @gmail.com. Is that correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Yes, ma'am. So I'll send that email and you should be probably receiving it probably by the end of today or sooner.

Speaker speaker_1: Okay. Thanks.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: Thank you so much.