

Transcript: Estefania

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Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits Center Card on behalf of American Staff Corp. I'm looking to speak with Miss Mills. This is she. Hey. Um, I'm calling back. So I have good news. They went ahead and canceled that coverage. Good. And then they did let me know that they're gonna refund the week of the 13th. Okay. So I just wanted to let you know that that cancellation has been done and that you will be getting that refund for- Good. ... um, 1/13. Okay. Thank you so much. I appreciate it. You're welcome. Have a nice day. If you have- Sure thing. ... any more questions- Mm-hmm. ... you're always free to give us a call. Do you by any chance have a, like a reference number or anything, just in case? So I can, um, ask the main office for a cancellation confirmation to be sent to your email. Is that a good email to send it to, the M-I-K-A-Y-L-A-M-I-L-L-S@comcast.net? Yes. That one's perfect. Okay. I'm gonna go ahead and request it. They typically let me know to let the members know. It might take 24 hours, but it might be less than that. Okay. Um, but I'll definitely go ahead and put that request. But if you don't get it right away, I would wait like within 24 hours to receive it. Okay, great. Thank you so much. I really appreciate it. You're welcome. Have a nice day. Thanks. You too.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits Center Card on behalf of American Staff Corp. I'm looking to speak with Miss Mills.

Speaker speaker_0: This is she.

Speaker speaker_1: Hey. Um, I'm calling back. So I have good news. They went ahead and canceled that coverage.

Speaker speaker_0: Good.

Speaker speaker_1: And then they did let me know that they're gonna refund the week of the 13th.

Speaker speaker_0: Okay.

Speaker speaker_1: So I just wanted to let you know that that cancellation has been done and that you will be getting that refund for-

Speaker speaker_0: Good.

Speaker speaker_1: ... um, 1/13.

Speaker speaker_0: Okay. Thank you so much. I appreciate it.

Speaker speaker_1: You're welcome. Have a nice day. If you have-

Speaker speaker_0: Sure thing.

Speaker speaker_1: ... any more questions-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... you're always free to give us a call.

Speaker speaker_0: Do you by any chance have a, like a reference number or anything, just in case?

Speaker speaker_1: So I can, um, ask the main office for a cancellation confirmation to be sent to your email. Is that a good email to send it to, the M-I-K-A-Y-L-A-M-I-L-L-S@comcast.net?

Speaker speaker_0: Yes. That one's perfect.

Speaker speaker_1: Okay. I'm gonna go ahead and request it. They typically le- let me know to let the members know. It might take 24 hours, but it might be less than that.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, but I'll definitely go ahead and put that request. But if you don't get it right away, I would wait like within 24 hours to receive it.

Speaker speaker_0: Okay, great. Thank you so much. I really appreciate it.

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

Speaker speaker_0: Thanks. You too.