

Transcript: Estefania

Acevedo-6104460681068544-5932079517843456

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? Hey, I, I didn't want this, um, I didn't want this coming out of my check. I'm with, um, Serge. Okay. So you wanna cancel your coverage or... Yeah, I do. Okay. Um, for security purposes, can I get the last four of your social? 4841. And could you verify your full address and your date of birth? 211 Valencia Circle, 12298. And then what was that city, state and zip code? Centerville, Georgia 31028. Is your phone number still the 478-874-9626? Yes. I have bhale1347@gmail.com? Yes. Okay. And then, um, I do gotta let you know that it does take seven to 10 business days for your cancellations to process. So there is a chance that you may still experience one or two deductions. Um, but I'll go ahead and cancel that for you. Okay, appreciate it. You're welcome. It's been canceled. All right. Thank you. Have a nice day. All right, 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 Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hey, I, I didn't want this, um, I didn't want this coming out of my check. I'm with, um, Serge.

Speaker speaker_1: Okay. So you wanna cancel your coverage or...

Speaker speaker_2: Yeah, I do.

Speaker speaker_1: Okay. Um, for security purposes, can I get the last four of your social?

Speaker speaker_2: 4841.

Speaker speaker_1: And could you verify your full address and your date of birth?

Speaker speaker_2: 211 Valencia Circle, 12298.

Speaker speaker_1: And then what was that city, state and zip code?

Speaker speaker_2: Centerville, Georgia 31028.

Speaker speaker_1: Is your phone number still the 478-874-9626?

Speaker speaker_2: Yes.

Speaker speaker_1: I have bhale1347@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then, um, I do gotta let you know that it does take seven to 10 business days for your cancellations to process. So there is a chance that you may still experience one or two deductions. Um, but I'll go ahead and cancel that for you.

Speaker speaker_2: Okay, appreciate it.

Speaker speaker_1: You're welcome. It's been canceled.

Speaker speaker_2: All right.

Speaker speaker_1: Thank you. Have a nice day.

Speaker speaker_2: All right, you too.