

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, Stephanie. My name is Mark Upperman and I just talked to you and set up a plan, uh, for insurance through ManCan. And I found out I have a primary care already, so I would like to cancel that. Okay. Give me one second. All right. And then what are the last four of your Social? 7942. For security purposes, I do need you to verify your address as well as your date of birth. 7487 Brookside Street NE, Louisville, Ohio 44641. And on August 19th of '64. Okay. And then your phone number is still 234-499-3752? Correct. Then I have mu202460@gmail.com. Is that up-to-date? Yes. Okay. All right, and then due to the fact that the call's being recorded, you stated that you wanted to cancel that coverage that you had set up? Correct. Okay. All right. I went ahead and canceled that pending enrollment. Um, did you have any questions? No. I didn't. Thank you. I appreciate that though. You're welcome. Have a nice day, sir. You do the same thing, Stephanie. Bye-bye.

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, Stephanie. My name is Mark Upperman and I just talked to you and set up a plan, uh, for insurance through ManCan. And I found out I have a primary care already, so I would like to cancel that.

Speaker speaker_0: Okay. Give me one second. All right. And then what are the last four of your Social?

Speaker speaker_1: 7942.

Speaker speaker_0: For security purposes, I do need you to verify your address as well as your date of birth.

Speaker speaker_1: 7487 Brookside Street NE, Louisville, Ohio 44641. And on August 19th of '64.

Speaker speaker_0: Okay. And then your phone number is still 234-499-3752?

Speaker speaker_1: Correct.

Speaker speaker_0: Then I have mu202460@gmail.com. Is that up-to-date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right, and then due to the fact that the call's being recorded, you stated that you wanted to cancel that coverage that you had set up?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. All right. I went ahead and canceled that pending enrollment. Um, did you have any questions?

Speaker speaker_1: No. I didn't. Thank you. I appreciate that though.

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

Speaker speaker_1: You do the same thing, Stephanie. Bye-bye.