

Transcript: Justin

Mills-4594502398164992-5909012203487232

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hiya. Um, I was wondering if I could, uh, if there's any way that I could cancel the... I don't know what you would call it, subscription or whatever it is? The benefits? Yes. Okay. What's the staffing agency you work for? Uh, Surge. And the last four of your social? It's 2459. And your first and last name? Joanna Pedro-Martinez. And did you recently just start with Surge Staffing? No. There you are. I found you. And for security purposes, could you verify your home address, including city, state and zip code, Joanna? It's 1108 Forest Avenue Northwest, Fort Payne, Alabama, 35967. And your date of birth? July 21st, 2003. And a good telephone number have as 772-521-6297. Yes. Uh, is there any way you can change that now? Yeah. What's a good telephone number for you? It's 256-979-4711. And just to confirm, 256-979-4711? Yes. Okay. No, 4177. Sorry. 4177. Okay. And the email I have is joannapedro8 at gmail? Yes. Okay, so I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll reductions, but after that you should be officially canceled. Okay, Joanna? Okay. Okay. Is there anything else- Thank you. ... I could assist you with today? Uh, no, that was it. You're welcome. You have a great day, okay? You too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hiya. Um, I was wondering if I could, uh, if there's any way that I could cancel the... I don't know what you would call it, subscription or whatever it is?

Speaker speaker_0: The benefits?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: It's 2459.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Joanna Pedro-Martinez.

Speaker speaker_0: And did you recently just start with Surge Staffing?

Speaker speaker_1: No.

Speaker speaker_0: There you are. I found you. And for security purposes, could you verify your home address, including city, state and zip code, Joanna?

Speaker speaker_1: It's 1108 Forest Avenue Northwest, Fort Payne, Alabama, 35967.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: July 21st, 2003.

Speaker speaker_0: And a good telephone number have as 772-521-6297.

Speaker speaker_1: Yes. Uh, is there any way you can change that now?

Speaker speaker_0: Yeah. What's a good telephone number for you?

Speaker speaker_1: It's 256-979-4711.

Speaker speaker_0: And just to confirm, 256-979-4711?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: No, 4177. Sorry.

Speaker speaker_0: 4177. Okay. And the email I have is joannapedro8 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll reductions, but after that you should be officially canceled. Okay, Joanna?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Is there anything else-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... I could assist you with today?

Speaker speaker_1: Uh, no, that was it.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.