

Transcript: Justin

Mills-4631348653899776-4582492494938112

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, how you doing this morning? Doing pretty well, and yourself? I'm great. Um, I'm calling to cancel my insurance. Okay. What's the staffing agency you work for? Um, MAU. And the last four of your social? 8874. And what was your first and last name? Devante Cannon. And for security purposes, can you verify your home address, including city, state and zip code, Devante? Um, I may have two down but I'm gonna give you both. Um, 197 Joy Road, Camden S., South Carolina 29020. Is that the one on file? No, sir. It looks like I have a Easley address on file. Yeah, so that one is, um, 110 Suite 5 Gillis Drive, Easley, South Carolina. And confirm your date of birth? 10/10/'94. And a good telephone number I have is 229-2248? Yes, sir. And the email I have is shannondevante22 at gmail? That is correct. Okay. Um, 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 deductions. But after that, you should be officially canceled, okay, Devante? Okay. Well, how much is coming out? Uh, for the MEC and dental was \$12.97 per week. Oh, okay. Okay, then. I appreciate it. You're welcome. You have a great weekend, okay? All right, you do the same. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hey, how you doing this morning?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: I'm great. Um, I'm calling to cancel my insurance.

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

Speaker speaker_1: Um, MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 8874.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Devante Cannon.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Devante?

Speaker speaker_1: Um, I may have two down but I'm gonna give you both. Um, 197 Joy Road, Camden S., South Carolina 29020. Is that the one on file?

Speaker speaker_0: No, sir. It looks like I have a Easley address on file.

Speaker speaker_1: Yeah, so that one is, um, 110 Suite 5 Gillis Drive, Easley, South Carolina.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 10/10/'94.

Speaker speaker_0: And a good telephone number I have is 229-2248?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is shannondevante22 at gmail?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. Um, 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 deductions. But after that, you should be officially canceled, okay, Devante?

Speaker speaker_1: Okay. Well, how much is coming out?

Speaker speaker_0: Uh, for the MEC and dental was \$12.97 per week.

Speaker speaker_1: Oh, okay. Okay, then. I appreciate it.

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

Speaker speaker_1: All right, you do the same.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.