

Transcript: Justin

Mills-4728197906644992-4919358210392064

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, good morning, Justin. My name is Suli Dani and I'm calling because I want to cancel my, um, my insurance, the BIC insurance. I didn't know I had this. Okay. What's the staffing agency you work for? I work for Integrity... Let me see, hold on. Yes. It's, um, Integrity Trade Services. And the last four of your social? 7397. And what was your first and last name? I'm sorry. Suli Dani Cortez. Okay. And for security purposes, can you verify the home address, including city, state and ZIP code? Yes. It'll be 358 Lions Drive in Bone Brook, Illinois, 60440. And confirm your date of birth? April 17, 1985. And what's a good telephone number for you? 331-251-0475. And just to confirm, 331-251-0475? Correct. And the email I have is ecortez31@gmail? Yes. Okay. So it looks like Integrity Trade Services automatically enrolled you into that medical plan. Oh. However, go ahead and cancel it for you. Yes. Um, but I do want to let you know, cancellations do take one to two weeks to go through. Okay. So it's possible for you to experience one or two more final payroll deductions. But after that, you should be officially canceled, okay? Okay. But, um, since I canceled before, are you guys still gonna charge me for that? Or- Um, like I said, cancellations take one to two weeks to go through. So- Oh, okay. ... it is possible for you to experience one or two more final payroll deductions. Okay. Okay. Well, I'll let them know as well. Is there anything else I could help you out with today? No, that would be all. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? Okay. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, good morning, Justin. My name is Suli Dani and I'm calling because I want to cancel my, um, my insurance, the BIC insurance. I didn't know I had this.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: I work for Integrity... Let me see, hold on. Yes. It's, um, Integrity Trade Services.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 7397.

Speaker speaker_1: And what was your first and last name? I'm sorry.

Speaker speaker_2: Suli Dani Cortez.

Speaker speaker_1: Okay. And for security purposes, can you verify the home address, including city, state and ZIP code?

Speaker speaker_2: Yes. It'll be 358 Lions Drive in Bone Brook, Illinois, 60440.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: April 17, 1985.

Speaker speaker_1: And what's a good telephone number for you?

Speaker speaker_2: 331-251-0475.

Speaker speaker_1: And just to confirm, 331-251-0475?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is ecortez31@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So it looks like Integrity Trade Services automatically enrolled you into that medical plan.

Speaker speaker_2: Oh.

Speaker speaker_1: However, go ahead and cancel it for you.

Speaker speaker_2: Yes.

Speaker speaker_1: Um, but I do want to let you know, cancellations do take one to two weeks to go through.

Speaker speaker_2: Okay.

Speaker speaker_1: So it's possible for you to experience one or two more final payroll deductions. But after that, you should be officially canceled, okay?

Speaker speaker_2: Okay. But, um, since I canceled before, are you guys still gonna charge me for that? Or-

Speaker speaker_1: Um, like I said, cancellations take one to two weeks to go through. So-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... it is possible for you to experience one or two more final payroll deductions.

Speaker speaker_2: Okay. Okay. Well, I'll let them know as well.

Speaker speaker_1: Is there anything else I could help you out with today?

Speaker speaker_2: No, that would be all.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.