

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Incur, this is Justin. How can I help you today? Hi there. Um, I have an account with you all where I, um, I pay for dental and vision, um, through my staffing agency, Creative Circle, who's employed me. Um, but I recently got a new job and I'm hoping to cancel that membership. Yeah, let me check on that for you. Um, so Creative Circle, what's the last four of your Social? Uh, 3921. And what was your first and last name? Jenny Mason. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Jenny? Yeah, I'm not entirely sure if it was the old one or new, new one, 'cause I recently moved. But my new one is 3300 Dolphin Cove, Unit B, Austin, Texas 78704. Is that the one on file? Looks like I have an address in Brooklyn, New York. Okay. So that's 231 Clairmont Ave., Apartment 7, in Brooklyn, New York, 11205. Okay. And what was the new address, so I can go ahead and update it in our system? It's 3300... So 3300 Dolphin Cove, Unit B, in Austin, Texas. And the zip code is 78704. 78704, okay. And confirm your date of birth. 12/11/95. And a good telephone number have a 727-417-9550? Yes. And the email I have is jennymason12@yahoo.com? Yes. Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do want to let you know, per policy, 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 will be officially canceled. Okay, Jenny? Okay. My pay with Creative Circle would have ended, um, on Friday of last week, so, um- Uh, yeah, so if you're not- Um, that would- Uh, so if you're not receiving any more paychecks, uh, it was just our policy, uh, cancellations take one to two weeks to go through, regardless if you have a paycheck or not, coming in or not. Okay. So what I- Just something that we say. ... still be getting, um, a bill then for those few weeks? No, ma'am. Okay, got it. All right. Well, thank you so much. You're welcome. You have a great day, okay? All right. You too. All right. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Incur, this is Justin. How can I help you today?

Speaker speaker_1: Hi there. Um, I have an account with you all where I, um, I pay for dental and vision, um, through my staffing agency, Creative Circle, who's employed me. Um, but I recently got a new job and I'm hoping to cancel that membership.

Speaker speaker_0: Yeah, let me check on that for you. Um, so Creative Circle, what's the last four of your Social?

Speaker speaker_1: Uh, 3921.

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

Speaker speaker_1: Jenny Mason.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Jenny?

Speaker speaker_1: Yeah, I'm not entirely sure if it was the old one or new, new one, 'cause I recently moved. But my new one is 3300 Dolphin Cove, Unit B, Austin, Texas 78704. Is that the one on file?

Speaker speaker_0: Looks like I have an address in Brooklyn, New York.

Speaker speaker_1: Okay. So that's 231 Clairmont Ave., Apartment 7, in Brooklyn, New York, 11205.

Speaker speaker_0: Okay. And what was the new address, so I can go ahead and update it in our system?

Speaker speaker_1: It's 3300... So 3300 Dolphin Cove, Unit B, in Austin, Texas. And the zip code is 78704.

Speaker speaker_0: 78704, okay. And confirm your date of birth.

Speaker speaker_1: 12/11/95.

Speaker speaker_0: And a good telephone number have a 727-417-9550?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is jennymason12@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do want to let you know, per policy, 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 will be officially canceled. Okay, Jenny?

Speaker speaker_1: Okay. My pay with Creative Circle would have ended, um, on Friday of last week, so, um-

Speaker speaker_0: Uh, yeah, so if you're not-

Speaker speaker_1: Um, that would-

Speaker speaker_0: Uh, so if you're not receiving any more paychecks, uh, it was just our policy, uh, cancellations take one to two weeks to go through, regardless if you have a paycheck or not, coming in or not.

Speaker speaker_1: Okay. So what I-

Speaker speaker_0: Just something that we say.

Speaker speaker_1: ... still be getting, um, a bill then for those few weeks?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay, got it. All right. Well, thank you so much.

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

Speaker speaker_1: All right. You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.