

Transcript: Justin

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Full Transcript

Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Uh, yeah, hi. This is Earl Campbell. Uh, I was just calling that, uh, I need to cancel my, uh, benefits and insurance stuff. I thought you might have done that for me 'cause, um, where I worked at, I ain't been there like two weeks, uh, uh, so... You know, that they ain't been paying or nothing so I need to get rid of it. You just want to cancel it? Yeah. Yeah, um, what's that staffing agency you work for? Well, see, it was AccuForce. It was a temporary service. Okay. So AccuForce and then last four of your Social? Uh, 3-8-3-4. And for security purposes, can you verify your home address, including city, state and ZIP code, Mr. Campbell? Yeah. It's, uh, 1213 Lefford Street, in, in Elizabethton, Tennessee 37643. And your date of birth? Uh, 2-20-68. And a good telephone number I have is 423-552-8188? Yeah. And the email I have is navy_dad_2001.bahamas@yahoo.com? Yeah. Correct. Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do wanna 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, Earl? Oh, well, um, I won't get no payroll. I, I ain't worked. Just a saying. I thought you were... 'Cause I ain't got no... I totally understand. It's just cancellation process. It's policy that we say that, regardless if- Oh, okay. ... the person is still working or not. Okay. Right. Okay. Uh, okay. That's all right. I was... All right. Thanks for your help. I think we're... today. You have a good day. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. This is Justin. How can I help you today?

Speaker speaker_1: Uh, yeah, hi. This is Earl Campbell. Uh, I was just calling that, uh, I need to cancel my, uh, benefits and insurance stuff. I thought you might have done that for me 'cause, um, where I worked at, I ain't been there like two weeks, uh, uh, so... You know, that they ain't been paying or nothing so I need to get rid of it.

Speaker speaker_0: You just want to cancel it?

Speaker speaker_1: Yeah.

Speaker speaker_0: Yeah, um, what's that staffing agency you work for?

Speaker speaker_1: Well, see, it was AccuForce. It was a temporary service.

Speaker speaker_0: Okay. So AccuForce and then last four of your Social?

Speaker speaker_1: Uh, 3-8-3-4.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and ZIP code, Mr. Campbell?

Speaker speaker_1: Yeah. It's, uh, 1213 Lefford Street, in, in Elizabethton, Tennessee 37643.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, 2-20-68.

Speaker speaker_0: And a good telephone number I have is 423-552-8188?

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email I have is navy_dad_2001.bahamas@yahoo.com?

Speaker speaker_1: Yeah. Correct.

Speaker speaker_0: Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do wanna 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, Earl?

Speaker speaker_1: Oh, well, um, I won't get no payroll. I, I ain't worked. Just a saying. I thought you were... 'Cause I ain't got no...

Speaker speaker_0: I totally understand. It's just cancellation process. It's policy that we say that, regardless if-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... the person is still working or not.

Speaker speaker_1: Okay. Right. Okay. Uh, okay. That's all right. I was... All right. Thanks for your help. I think we're... today. You have a good day.

Speaker speaker_0: All right.