

Transcript: Justin

Mills-5039374160838656-6717111984406528

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and our Card. This is Justin. How can I help you today? Hey, I was wondering how could I take something off, like the deductions? I think it's the insurance and I don't want it for any way. It may ... So you wanna... Okay. Um, so you want to cancel benefits? Yes. How do I do that? Okay. Um, I can try pulling your file and cancel them for you, so MAU you said? Yes. What's the last four of your Social? 2702. And your first and last name? Anira Jackson. Yes. And for security purposes, can you verify your home address, including city, state and ZIP code, Anira? Mm-hmm. 1900 Burney Street, 61070, LaGrange, Georgia, 30241. Looks like I have a different address on file. What is it? You say 1328 New Hoodsamua Road? Yeah. Is that your current address or old address? It's my old one. Here, what's their new address, so I can go ahead and update it for you? 19... 1900 Burney Street, 61070, LaGrange, Georgia, 30241. 401. Okay. And confirm your date of birth. 1101, 2003. And a good telephone number has a 706-242-8308. Okay. And then the email has an iraJ03 at gmail? Mm-hmm. Okay, so let's see here. This is... I... They just started taking it out, but I think it's the insurance because they sent me an insurance card and I don't want that. But if they did- So then- ... if they give, if they give though. Okay. Um, so you wanted to cancel the MEC through MAU, is that correct? 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, Anira? Okay. Awesome. Well, is there anything else I could help you out with today? No, that'd be all. Okay. Well, thank you for calling Benefits and Our Card and I hope you have a wonderful day, okay? You too. 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 our Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, I was wondering how could I take something off, like the deductions? I think it's the insurance and I don't want it for any way. It may ...

Speaker speaker_1: So you wanna... Okay. Um, so you want to cancel benefits?

Speaker speaker_2: Yes. How do I do that?

Speaker speaker_1: Okay. Um, I can try pulling your file and cancel them for you, so MAU you said?

Speaker speaker_2: Yes.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 2702.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Anira Jackson.

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

Speaker speaker_2: Mm-hmm. 1900 Burney Street, 61070, LaGrange, Georgia, 30241.

Speaker speaker_1: Looks like I have a different address on file.

Speaker speaker_2: What is it? You say 1328 New Hoodsamua Road?

Speaker speaker_1: Yeah. Is that your current address or old address?

Speaker speaker_2: It's my old one.

Speaker speaker_1: Here, what's their new address, so I can go ahead and update it for you?

Speaker speaker_2: 19... 1900 Burney Street, 61070, LaGrange, Georgia, 30241.

Speaker speaker_1: 401. Okay. And confirm your date of birth.

Speaker speaker_2: 1101, 2003.

Speaker speaker_1: And a good telephone number has a 706-242-8308.

Speaker speaker_2: Okay.

Speaker speaker_1: And then the email has an iraJ03 at gmail?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay, so let's see here.

Speaker speaker_2: This is... I... They just started taking it out, but I think it's the insurance because they sent me an insurance card and I don't want that. But if they did-

Speaker speaker_1: So then-

Speaker speaker_2: ... if they give, if they give though.

Speaker speaker_1: Okay. Um, so you wanted to cancel the MEC through MAU, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: 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, Anira?

Speaker speaker_2: Okay.

Speaker speaker_1: Awesome. Well, is there anything else I could help you out with today?

Speaker speaker_2: No, that'd be all.

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

Speaker speaker_2: You too. Thank you.

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