

Transcript: Justin

Mills-5062801884495872-6196574231511040

Full Transcript

Thank you for calling Benefits and a Cart. This is Justin. How can I help you today? Yeah, I was calling about the insurance. I got hired on through Megaforce. Um, and this is the number they called, told me to call. Okay, so Mega- I was wanting to see if I had this ... If I do, I don't need the insurance. Okay, so Megaforce, what's the last four of your social? 7451. And your first and last name? Larry Hammond. Mm-hmm. And for security purposes, can you verify your home address, including city, state and zip code, Larry? 7091 Veterans Road, Saint Pauls 28384. And your date of birth? 8/23/96. And a good telephone number has 910-635-5085. Yeah. Okay, so looking at the file, it looks like you're currently enrolled at the dental, vision and the MBC TeleRx, which is your medical plan for employee only. So, you did want to cancel all of that? Yeah. I don't need... I have insurance. 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, there's possible for you to experience one or two more final payroll deductions, but after that, you should be officially canceled. Okay, Larry? Okay, thank you. You're welcome. You have a great day, okay? All right, bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yeah, I was calling about the insurance. I got hired on through Megaforce. Um, and this is the number they called, told me to call.

Speaker speaker_0: Okay, so Mega-

Speaker speaker_1: I was wanting to see if I had this ... If I do, I don't need the insurance.

Speaker speaker_0: Okay, so Megaforce, what's the last four of your social?

Speaker speaker_1: 7451.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Larry Hammond.

Speaker speaker_0: Mm-hmm. And for security purposes, can you verify your home address, including city, state and zip code, Larry?

Speaker speaker_1: 7091 Veterans Road, Saint Pauls 28384.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 8/23/96.

Speaker speaker_0: And a good telephone number has 910-635-5085.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so looking at the file, it looks like you're currently enrolled at the dental, vision and the MBC TeleRx, which is your medical plan for employee only. So, you did want to cancel all of that?

Speaker speaker_1: Yeah. I don't need... I have insurance.

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, there's possible for you to experience one or two more final payroll deductions, but after that, you should be officially canceled. Okay, Larry?

Speaker speaker_1: Okay, thank you.

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

Speaker speaker_1: All right, bye.

Speaker speaker_0: Bye-bye.