

Transcript: Justin

Mills-5171691811684352-5561326681374720

Full Transcript

Hello? Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, uh, I would like to cancel some of my insurance. Okay. What's the staffing agency you work for? Oh, WSI. And the last four of your Social? Let me look at it and ... I got it. I got ... my eyes closed. Okay. It's, uh, nine- 9745. And your first and last name? Uh, uh, it's Izabiriza. I-Z-A-B-I-R-I-Z-A. Last name is, uh, I-N-G-A-V-I-R-E. And for security purposes, can you verify your home address, including city, state and zip code? 670 South Drake Road, Plymouth, Michigan 49009. Apartment 95. And your date of birth? 01/01/2000. And a good telephone number. I have a 432-4245. That's correct. Okay, so just to confirm, you wanted to cancel all of the coverage through WSI? I want... I'm gonna... I'm gonna keep the dental. Okay, so drop the disability, the term life vision and the medical? Yeah. Okay, so let's see here. So dropping everything other than the dental would make your new total deductions \$5.40 per week. Okay? Thank you. Okay. Um, but other than that, is there anything else I could assist you with today? No, yeah, thank you. Oh, you're welcome. You have a great weekend, okay? You too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Hello?

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

Speaker speaker_0: Hey, uh, I would like to cancel some of my insurance.

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

Speaker speaker_0: Oh, WSI.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_0: Let me look at it and ... I got it. I got ... my eyes closed.

Speaker speaker_1: Okay.

Speaker speaker_0: It's, uh, nine- 9745.

Speaker speaker_1: And your first and last name?

Speaker speaker_0: Uh, uh, it's Izabiriza. I-Z-A-B-I-R-I-Z-A. Last name is, uh, I-N-G-A-V-I-R-E.

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

Speaker speaker_0: 670 South Drake Road, Plymouth, Michigan 49009. Apartment 95.

Speaker speaker_1: And your date of birth?

Speaker speaker_0: 01/01/2000.

Speaker speaker_1: And a good telephone number. I have a 432-4245.

Speaker speaker_0: That's correct.

Speaker speaker_1: Okay, so just to confirm, you wanted to cancel all of the coverage through WSI?

Speaker speaker_0: I want... I'm gonna... I'm gonna keep the dental.

Speaker speaker_1: Okay, so drop the disability, the term life vision and the medical?

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay, so let's see here. So dropping everything other than the dental would make your new total deductions \$5.40 per week. Okay?

Speaker speaker_0: Thank you.

Speaker speaker_1: Okay. Um, but other than that, is there anything else I could assist you with today?

Speaker speaker_0: No, yeah, thank you.

Speaker speaker_1: Oh, you're welcome. You have a great weekend, okay?

Speaker speaker_0: You too.

Speaker speaker_1: All right, bye-bye.