

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah. Say, uh, I, I work for a temporary company, uh, for about, uh, three, three or f- three weeks. I had gotten the, uh, the vision insurance and dental insurance through them. Mm-hmm. But I'm calling in to cancel that. Okay. Um, what's that staffing agency you work for one more time? Oh, let me try to think of the name of them. Uh, BGFS. Okay. So BG Staffing, and the last four of your Social? 3197. And what was your first and last name? John Pakowski. You can hear me. I- And for security purposes, can you verify the home address, including city, state and ZIP Code, John? Yeah. 3400 FM112, Taylor, Texas 76574. And confirm your date of birth? 4255. And a good telephone number I have is 567-3431? That's correct. And the email I have is accelerated455@gmail? That's right. 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 it is possible for you to experience one or two more final payroll deductions. But after that, you should be officially canceled. Okay, John? Well, I... Let me tell you, uh, I had assumed that, uh, it was a temporary job. I knew about that, but I only worked for them three weeks, and I got, uh, only two more checks coming. So you need to take everything out you need to because there won't be no more checks to take it out on. Okay. So like I said, uh, cancellations do take one to two weeks to go through. So, cancellations, you may experience one or two more final payroll deductions. Okay, John? Well, whatever wor- whatever. I was just throwing that in there because that's the situation. Totally understand. Um, well, is there anything else I can help you out with today? No. Thank you for your time. You're welcome. You have a great day, okay? Mm-hmm. It's always a free service.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

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

Speaker speaker_2: Yeah. Say, uh, I, I work for a temporary company, uh, for about, uh, three, three or f- three weeks. I had gotten the, uh, the vision insurance and dental insurance through them.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But I'm calling in to cancel that.

Speaker speaker_1: Okay. Um, what's that staffing agency you work for one more time?

Speaker speaker_2: Oh, let me try to think of the name of them. Uh, BGFS.

Speaker speaker_1: Okay. So BG Staffing, and the last four of your Social?

Speaker speaker_2: 3197.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: John Pakowski.

Speaker speaker_0: You can hear me. I-

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and ZIP Code, John?

Speaker speaker_2: Yeah. 3400 FM112, Taylor, Texas 76574.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 4255.

Speaker speaker_1: And a good telephone number I have is 567-3431?

Speaker speaker_2: That's correct.

Speaker speaker_1: And the email I have is accelerated455@gmail?

Speaker speaker_2: That's right.

Speaker speaker_1: 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 it is possible for you to experience one or two more final payroll deductions. But after that, you should be officially canceled. Okay, John?

Speaker speaker_2: Well, I... Let me tell you, uh, I had assumed that, uh, it was a temporary job. I knew about that, but I only worked for them three weeks, and I got, uh, only two more checks coming. So you need to take everything out you need to because there won't be no more checks to take it out on.

Speaker speaker_1: Okay. So like I said, uh, cancellations do take one to two weeks to go through. So, cancellations, you may experience one or two more final payroll deductions. Okay, John?

Speaker speaker_2: Well, whatever wor- whatever. I was just throwing that in there because that's the situation.

Speaker speaker_1: Totally understand. Um, well, is there anything else I can help you out with today?

Speaker speaker_2: No. Thank you for your time.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: It's always a free service.