

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hi. Um, I currently have insurance with you guys, and I want it, uh, canceled. Okay. What's the staffing agency you work for? Um, it was WorkForce. And the last four of your social? It's 2131. And your first and last name? Rosario de Maria. And for security purposes, could you verify your home address, including city, state and zip code, Rosario? Yeah. It's 1013 East Green Acres Drive, uh, Rogers, Arkansas. And your date of birth? 12/22/2003. And a good telephone number have is 831-383-8261? Yes. And the email I have is ckrystlemarie0@gmail? Yes. 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, Rosario? Um, I actually had a question. So yeah, that's fine, but I, I have another question. Yes. Um, so I currently don't work for that, um, uh, staffing agency anymore. So, how would... How can I pay like the, the next few charges? Uh... Like do I have to pay them since I don't work with the staffing agency? Yeah. No, ma'am. Well, since you stated you don't work with them, I mean, deductions won't occur 'cause you're not receiving paychecks through them anymore. So, whatever I just said- Yeah. ... you can go ahead and disregard. It's just, uh, policy- Oh, okay. ... that we take in the cancellation process. Okay. Okay, but the insurance is canceled, correct? Correct. Okay. Okay. Well, thank you. You're welcome. You have a great weekend, okay? Y- you too. Thank you. Bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi. Um, I currently have insurance with you guys, and I want it, uh, canceled.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Um, it was WorkForce.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: It's 2131.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Rosario de Maria.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Rosario?

Speaker speaker_1: Yeah. It's 1013 East Green Acres Drive, uh, Rogers, Arkansas.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 12/22/2003.

Speaker speaker_0: And a good telephone number have is 831-383-8261?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is ckrystlemarie0@gmail?

Speaker speaker_1: Yes.

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, it is possible for you to experience one or two more final payroll deductions, but after that, you should be officially canceled. Okay, Rosario?

Speaker speaker_1: Um, I actually had a question. So yeah, that's fine, but I, I have another question.

Speaker speaker_0: Yes.

Speaker speaker_1: Um, so I currently don't work for that, um, uh, staffing agency anymore. So, how would... How can I pay like the, the next few charges?

Speaker speaker_0: Uh...

Speaker speaker_1: Like do I have to pay them since I don't work with the staffing agency?

Speaker speaker_0: Yeah. No, ma'am. Well, since you stated you don't work with them, I mean, deductions won't occur 'cause you're not receiving paychecks through them anymore. So, whatever I just said-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you can go ahead and disregard. It's just, uh, policy-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... that we take in the cancellation process.

Speaker speaker_1: Okay. Okay, but the insurance is canceled, correct?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Okay. Well, thank you.

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

Speaker speaker_1: Y- you too. Thank you. Bye-bye.

Speaker speaker_0: All right. Bye-bye.