

Transcript: Justin

Mills-5943551986286592-6520814985330688

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah, my name's Robert Jackson. I was calling trying to cancel my insurance. Okay. Um, what's the staffing agency you work for? Um, MAU. And the last four of your social? 4796. Nine-six. And for security purposes, could you verify your home address, including city, state and zip code, Robert? 123 Rock Hill Circle, Edwardsville, Alabama. And confirm your date of birth? 12/7/1970. And a good telephone number I have is 334-435-7872? Yes, sir. And the email I have is rljj1970 at gmail? Yes. Okay. What were you calling in again for? I'm sorry. You kind of broke in and out at the beginning of the call. To cancel, to cancel my insurance. Okay. Um, so let see. Were you wanting, like, more information regarding it? Were you wanting to cancel? What? I just want to cancel all the way up. So you wanted to cancel everything? Okay. So let's see here. Yeah. Um, so I'll go ahead and process the cancellation for you. However, I do wanna 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, Mr. Jackson? Okay. Okay. But other than that, is there anything else I could help you out with today? No, you're all. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful weekend. Okay? Thank you, sir. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yeah, my name's Robert Jackson. I was calling trying to cancel my insurance.

Speaker speaker_0: Okay. Um, what's the staffing agency you work for?

Speaker speaker_1: Um, MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 4796.

Speaker speaker_0: Nine-six. And for security purposes, could you verify your home address, including city, state and zip code, Robert?

Speaker speaker_1: 123 Rock Hill Circle, Edwardsville, Alabama.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 12/7/1970.

Speaker speaker_0: And a good telephone number I have is 334-435-7872?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is rljj1970 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What were you calling in again for? I'm sorry. You kind of broke in and out at the beginning of the call.

Speaker speaker_1: To cancel, to cancel my insurance.

Speaker speaker_0: Okay. Um, so let see. Were you wanting, like, more information regarding it? Were you wanting to cancel? What?

Speaker speaker_1: I just want to cancel all the way up.

Speaker speaker_0: So you wanted to cancel everything? Okay. So let's see here.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, so I'll go ahead and process the cancellation for you. However, I do wanna 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, Mr. Jackson?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But other than that, is there anything else I could help you out with today?

Speaker speaker_1: No, you're all.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful weekend. Okay?

Speaker speaker_1: Thank you, sir.

Speaker speaker_0: Thank you. Bye-bye.