

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, my name is Crystal Shillito. Um, so I'm no longer employed at my job, so I was calling to see if I could cancel my insurance so it didn't come out of my check this week. Yeah. Let me check on that for you. So, uh, what's the staffing agency you work for? Um, Innovative Staff Solutions. And the last four of your social? Uh, 0855. And for security purposes, can you verify your home address, including city, state and zip code, Crystal? Yes. It is 270 Bryden Avenue, Virgins, Illinois, 62994. And confirm your date of birth? 01/08/90. And a good telephone number I have is 618-790-6446? Yes. And the email I have is burgessk90 at gmail? Yes. Okay. Um, so unfortunately if we cancel the coverage today, cancellations do take one to two weeks to go through. So, unfortunately there will be a deduction that does come off the paycheck, unfortunately. Do I get that money back? Um, unfortunately, reimbursements, that's impossible because you're paying for services. Okay. All righty. Is there anything else I could assist you with today, Crystal? Nope. That's it. Awesome. Well, you have a wonderful day, okay? Thank you. You too. All right. 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: Yes, my name is Crystal Shillito. Um, so I'm no longer employed at my job, so I was calling to see if I could cancel my insurance so it didn't come out of my check this week.

Speaker speaker_0: Yeah. Let me check on that for you. So, uh, what's the staffing agency you work for?

Speaker speaker_1: Um, Innovative Staff Solutions.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 0855.

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

Speaker speaker_1: Yes. It is 270 Bryden Avenue, Virgins, Illinois, 62994.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 01/08/90.

Speaker speaker_0: And a good telephone number I have is 618-790-6446?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is burgessk90 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so unfortunately if we cancel the coverage today, cancellations do take one to two weeks to go through. So, unfortunately there will be a deduction that does come off the paycheck, unfortunately.

Speaker speaker_1: Do I get that money back?

Speaker speaker_0: Um, unfortunately, reimbursements, that's impossible because you're paying for services.

Speaker speaker_1: Okay. All righty.

Speaker speaker_0: Is there anything else I could assist you with today, Crystal?

Speaker speaker_1: Nope. That's it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: All right. Bye-bye.