

Transcript: Justin

Mills-6132374870212608-4877324525027328

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Um, I'm reaching out because I would like to cancel my health insurance plan. Okay. What's the staffing agency you work for? Um, HSS Staffing. Hospitality Staffing Solutions. And the last four of your social? Uh, 9181. And what was your first and last name? Kimberly Small. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Kimberly? It's 53 North 14th Street, East Orange, 07017 New Jersey. And confirm your date of birth? September 19, 1995. And a good telephone number has 347-443-6782? Yes. And the email it has is kimberlysmall9@gmail.com? 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 reductions, but after that you should be officially canceled. Okay, Kimberly? Okay. Thank you. You're welcome. Is there anything- And that's for the entire plan, correct? ... else I can do it for you? Correct. Okay. All right. That's it. Thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye. 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: Hi. Um, I'm reaching out because I would like to cancel my health insurance plan.

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

Speaker speaker_1: Um, HSS Staffing.

Speaker speaker_0: Hospitality Staffing Solutions. And the last four of your social?

Speaker speaker_1: Uh, 9181.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Kimberly Small.

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

Speaker speaker_1: It's 53 North 14th Street, East Orange, 07017 New Jersey.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: September 19, 1995.

Speaker speaker_0: And a good telephone number has 347-443-6782?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email it has is kimberlysmall9@gmail.com?

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 reductions, but after that you should be officially canceled. Okay, Kimberly?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Is there anything-

Speaker speaker_1: And that's for the entire plan, correct?

Speaker speaker_0: ... else I can do it for you? Correct.

Speaker speaker_1: Okay. All right. That's it. Thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye-bye.