

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occur. This is Justin Huck, and how can I help you today? Uh, yes, uh, my name is Donald Hensley. I got, um, through Accuforce, I got, uh, benefits through y'all. I was calling to go ahead and just cancel 'em 'cause it's... Well, I, I get prescription and it ain't covering it, so I, I ain't gonna be able to use that if I can't, it won't cover my, uh, prescription. Totally understand. Um, what's the staffing agency you work for one more time? I'm sorry. Ac- Accuforce. And the last four of your Social? Uh, eight, nine, six, seven. And what was your first and last name? Uh, Donald, D-O-N-A-L-D, uh, Hensley, H-E-N-S-L-E-Y. And for security purposes, could you verify your home address, including city, state and zip code, Donald? Uh, yes, it's, uh, 6937 Stoney, Stoney, S-T-O-N-E-Y Fork Road. Uh, Wytheville, Virginia 24382. And confirm your date of birth? Uh, October 8th, 1978. And a good telephone number I have is 276-273-0500. That's correct. And the email I have is donjr365247@gmail.com. That's correct. Yes. Okay, so let's see here. So just to confirm, you wanted to cancel the coverage through Accuforce. Is that, is that right? Yeah, all that, all the coverage I got. I'll just wait to get hired onto this job and get insurance again. Because it's, it's not covering, like, uh, I have a prescription I have for ADHD, and it's not going to cover it. I totally understand. Um, so I'll go ahead and process the cancellation 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 will be officially canceled. Okay, Mr. Hensley? Okay. Okay. But other than that, is there anything else I could assist you with today? No, that's it. Awesome. Well, thank you for calling Benefits and Occur, and I hope you have a wonderful day. All right? All right. Thank you. You're welcome. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, uh, my name is Donald Hensley. I got, um, through Accuforce, I got, uh, benefits through y'all. I was calling to go ahead and just cancel 'em 'cause it's... Well, I, I get prescription and it ain't covering it, so I, I ain't gonna be able to use that if I can't, it won't cover my, uh, prescription.

Speaker speaker_0: Totally understand. Um, what's the staffing agency you work for one more time? I'm sorry.

Speaker speaker_1: Ac- Accuforce.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, eight, nine, six, seven.

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

Speaker speaker_1: Uh, Donald, D-O-N-A-L-D, uh, Hensley, H-E-N-S-L-E-Y.

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

Speaker speaker_1: Uh, yes, it's, uh, 6937 Stoney, Stoney, S-T-O-N-E-Y Fork Road. Uh, Wytheville, Virginia 24382.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: Uh, October 8th, 1978.

Speaker speaker_0: And a good telephone number I have is 276-273-0500.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is donjr365247@gmail.com.

Speaker speaker_1: That's correct. Yes.

Speaker speaker_0: Okay, so let's see here. So just to confirm, you wanted to cancel the coverage through Accuforce. Is that, is that right?

Speaker speaker_1: Yeah, all that, all the coverage I got. I'll just wait to get hired onto this job and get insurance again. Because it's, it's not covering, like, uh, I have a prescription I have for ADHD, and it's not going to cover it.

Speaker speaker_0: I totally understand. Um, so I'll go ahead and process the cancellation 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 will be officially canceled. Okay, Mr. Hensley?

Speaker speaker_1: Okay.

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

Speaker speaker_1: No, that's it.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and Occur, and I hope you have a wonderful day. All right?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye.