

Transcript: Justin

Mills-6592964132126720-5503451188215808

Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Yes. I had called to cancel my policy, because it was set up in error, and I want to make sure that it's canceled. What information do you need from me? The staffing agency you work for, and the last four of your Social. Surge3612. And your first and last name? Devon Harris. All right. And, uh, and for security purposes, could you verify the home address, including city, state and zip code? 1581 Oakland Chase Parkway, Richmond, or Henrico, Virginia 23231. And your date of birth? 04/18/1988. And a good telephone number have as 804-908-6409. Yes. And the email have as DevonHarris1@y- Yahoo? Yes. Okay. Um, so let's see here. So looking at the file, it looks like the coverage has been entered in the cancellation process. Uh, cancellations do take one to two weeks to go through. So yes, so the last day of active coverage would be, uh, March 23rd. Okay. So no more funds will be drafted out of my check? Correct, after the 23rd, yes. All right. Thank you. Very well. Is there a confirmation letter or anything that will be sent to me? Um, I can go ahead and work on that cancellation confirmation for you. Uh, just give me about two or three minutes to work on it. Um, but the email that- Okay. ... you should be looking out for will be coming from info, that's I-N-F-O. Okay. At Benefits and Occur.com. Well, that's fine. Go ahead. Yes. That's, that's, that's sufficient, the email, the, uh, confirmation via email. Thank you so much. You're welcome. You have a great day, okay? You too. 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: Yes. I had called to cancel my policy, because it was set up in error, and I want to make sure that it's canceled. What information do you need from me?

Speaker speaker_0: The staffing agency you work for, and the last four of your Social.

Speaker speaker_1: Surge3612.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Devon Harris.

Speaker speaker_0: All right. And, uh, and for security purposes, could you verify the home address, including city, state and zip code?

Speaker speaker_1: 1581 Oakland Chase Parkway, Richmond, or Henrico, Virginia 23231.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 04/18/1988.

Speaker speaker_0: And a good telephone number have as 804-908-6409.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email have as DevonHarris1@y- Yahoo?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so let's see here. So looking at the file, it looks like the coverage has been entered in the cancellation process. Uh, cancellations do take one to two weeks to go through. So yes, so the last day of active coverage would be, uh, March 23rd.

Speaker speaker_1: Okay. So no more funds will be drafted out of my check?

Speaker speaker_0: Correct, after the 23rd, yes.

Speaker speaker_1: All right. Thank you. Very well. Is there a confirmation letter or anything that will be sent to me?

Speaker speaker_0: Um, I can go ahead and work on that cancellation confirmation for you. Uh, just give me about two or three minutes to work on it. Um, but the email that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you should be looking out for will be coming from info, that's I-N-F-O.

Speaker speaker_1: Okay.

Speaker speaker_0: At Benefits and Occur.com.

Speaker speaker_1: Well, that's fine.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Yes. That's, that's, that's sufficient, the email, the, uh, confirmation via email. Thank you so much.

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

Speaker speaker_1: You too. Bye-bye.