

Transcript: Sara

Marulanda-4518039293968384-5559660693340160

Full Transcript

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Ah, Jalisha Carter. Hello. How may I help you? Uh, hi. I would like to cancel my insurance. Okay. Uh, I'm sorry, I barely hear you. Can you repeat that for me? Uh, I would like to cancel my insurance. Oh, you want to cancel your insurance. Sure. I can help you with that. May I have, please, the name of the temporary agency that you are working with and the last four digits of your Social Security number? Uh, I work HSS 503- Hospitality? Yeah. Okay, ma'am. Thank you very much. Ms. Jalisha Antoniet Carter? Mm-hmm. And just for security purposes, can you please provide your address and date of birth? Uh, birthday December 1st, 1990. Address is 601 Watson Way, Smyrna, Georgia 30080. Have you moved, or do you have any other address? Uh, it is 703 Watson Way, Smyrna, Georgia 30080. Yes. Okay. Yes. Thank you. You want to keep this one, or you want to update it? No. I just want to cancel my whole insurance. Okay. And is your email JalishaC@... C@... dot com. Phone number 470-983-1434? Mm-hmm. Okay, ma'am. Thank you. And you want to cancel all... the whole coverage? Mm-hmm. Okay. So give me just a minute. Okay. I already sent the cancellation request. Cancellations takes between seven to 10 business days, so you may see one or two more deductions before cancellation complete. After that, there will be no more deductions. Okay. Thank you so much. All right, ma'am. You're more than welcome. Anything else that I can help you with? No. That'll be all. Have a wonderful day and thank you for calling Benefits in a Cart.

Conversation Format

Speaker None: Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Ah, Jalisha Carter. Hello. How may I help you? Uh, hi. I would like to cancel my insurance. Okay. Uh, I'm sorry, I barely hear you. Can you repeat that for me? Uh, I would like to cancel my insurance. Oh, you want to cancel your insurance. Sure. I can help you with that. May I have, please, the name of the temporary agency that you are working with and the last four digits of your Social Security number? Uh, I work HSS 503- Hospitality? Yeah. Okay, ma'am. Thank you very much. Ms. Jalisha Antoniet Carter? Mm-hmm. And just for security purposes, can you please provide your address and date of birth? Uh, birthday December 1st, 1990. Address is 601 Watson Way, Smyrna, Georgia 30080. Have you moved, or do you have any other address? Uh, it is 703 Watson Way, Smyrna, Georgia 30080. Yes. Okay. Yes. Thank you. You want to keep this one, or you want to update it? No. I just want to cancel my whole insurance. Okay. And is your email JalishaC@... C@... dot com. Phone number 470-983-1434? Mm-hmm. Okay, ma'am. Thank you. And you want to cancel all... the whole

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