

Transcript: Sara

Marulanda-4986112924893184-5251546014203904

Full Transcript

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Shana Robinson. Good morning, ma'am. How may I help you? Um, yes, I want to drop my benefits. Sure, I can help you with that. May I have, please, the name of the agency that you are working with and the last four of your Social? PRC Staffing, and it's 5482. Thank you very much, Ms., uh, Shana Robinson. Uh, just for security purposes can you please verify your address and date of birth? 1922 Will Oak Drive, Columbia, South Carolina 29223. March 5th, 1985. Email shanaddr85@gmail.com? Yes, ma'am. Phone number 803-849-5462? Yes, ma'am. Just to verify the ZIP code, you say it's 29203 or 223? 29223. 223. Okay. I just want to correct that. Thank you very much, ma'am. And you want to cancel your whole coverage? One moment, ma'am. Hello, Ms. Robinson? Are you there? Thank you. Yeah, I'm still here. Okay. I was asking you, do you want to cancel the whole coverage? Yeah, I want to cancel everything. Okay. Okay. I already sent the cancellation request. Cancellations takes between seven to ten business days, so you may see one or two more deductions before cancellation complete. After that, there will be no more deduction. Okay. All righty. Other than that, is there anything else that I can help you with? No, that's it. All righty, ma'am. So thank you for calling Benefits in a Cart. Have a wonderful day. All right. Thank you. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Shana Robinson. Good morning, ma'am. How may I help you? Um, yes, I want to drop my benefits. Sure, I can help you with that. May I have, please, the name of the agency that you are working with and the last four of your Social? PRC Staffing, and it's 5482. Thank you very much, Ms., uh, Shana Robinson. Uh, just for security purposes can you please verify your address and date of birth? 1922 Will Oak Drive, Columbia, South Carolina 29223. March 5th, 1985. Email shanaddr85@gmail.com? Yes, ma'am. Phone number 803-849-5462? Yes, ma'am. Just to verify the ZIP code, you say it's 29203 or 223? 29223. 223. Okay. I just want to correct that. Thank you very much, ma'am. And you want to cancel your whole coverage? One moment, ma'am. Hello, Ms. Robinson? Are you there? Thank you. Yeah, I'm still here. Okay. I was asking you, do you want to cancel the whole coverage? Yeah, I want to cancel everything. Okay. Okay. I already sent the cancellation request. Cancellations takes between seven to ten business days, so you may see one or two more deductions before cancellation complete. After that, there will be no more deduction. Okay. All righty. Other than that, is there anything else that I can help you with? No, that's it. All righty, ma'am.

So thank you for calling Benefits in a Cart. Have a wonderful day. All right. Thank you. Thank you. You're welcome. Bye-bye.