

Transcript: Sara

Marulanda-5134967644307456-5616232340340736

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Hi Sarah, how are you? Doing okay. How you doing, ma'am? Good, thank you. Um, my name is, uh, Debbie Monroe, M-O-N-R-O-E. It's under Debra, probably. Okay, and how can I help you, ma'am? I'd like to cancel, um, my plan, the... All of it, um- Sure. ... the indemnity and the dental and the vision 'cause it's, yeah, it's not helping me. Let me help you with that. Okay. Okay, may I have please, eh, the name of the agency that you are working with and the last four of your Social? Yes. The, um, group name is Oxford Global Resources. Okay. And last four of my Social are 4510. Thank you very much- Mm-hmm. ... Miss Deb Monroe. Uh, just for security purposes can you please verify your address and date of birth? Yeah, I think you have my address wrong, but I think you have it as 4110 Aquamarine Boulevard- You're correct. ... Avon, Michigan 44012. Um- Yes, correct. And what was the other? Your date of birth. Oh, 7/7/63. Thank you very much. And is your email debmonroe51@gmail.com? Yes, it is. And is your phone number 217-2949? Yes. Thank you very much, ma'am. And you want to cancel the whole coverage, is that correct? Yes, cancel the limited benefit indemnity, the dental and the vision. Okay, ma'am. Perfect. Okay. Okay, I already sent a request for the cancellation. Mm-hmm. Cancellations takes between seven to ten business days, so you may see one or two more deductions before cancellation complete. Once that is complete, you're not gonna see any more deductions from our end. All right, thank you. You're more than welcome- Will you send an email confirmation to me? I will, sure, I will send you one. Okay, perfect. Thank you. All right, ma'am, you're more than welcome. Have a wonderful day and thank you for calling Benefits in a Cart. Oh, you too. Thank you. Take care. Bye. Mm-hmm, bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Hi Sarah, how are you? Doing okay. How you doing, ma'am? Good, thank you. Um, my name is, uh, Debbie Monroe, M-O-N-R-O-E. It's under Debra, probably. Okay, and how can I help you, ma'am? I'd like to cancel, um, my plan, the... All of it, um- Sure. ... the indemnity and the dental and the vision 'cause it's, yeah, it's not helping me. Let me help you with that. Okay. Okay, may I have please, eh, the name of the agency that you are working with and the last four of your Social? Yes. The, um, group name is Oxford Global Resources. Okay. And last four of my Social are 4510. Thank you very much- Mm-hmm. ... Miss Deb Monroe. Uh, just for security purposes can you please verify your address and date of birth? Yeah, I think you

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