

Transcript: Sara

Marulanda-5140156544663552-5129763394895872

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yes. Uh, Larry Boyer, B-O-Y-E-R. Hello, Mr. Boyer. How may I help you? Yes, I need to cancel my benefits, please. Sure, I can help you with that. May I have the name of the agency that you are working with and the last four of your Social? Uh, Innovative Staffing Solutions. 0868 is the last four. Did you say 0868? Yes, ma'am. Okay, sir. Thank you. And, uh, just for security purposes, can you please verify your address and date of birth? I sent the answer to the email that he has sent to you. Just in case you couldn't get through. Uh, I didn't hear you. This is the lady in the office talking to me about it. What did you say now? How do I verify- I'm sorry. Uh, just, just for security, can you, uh, verify your address and date of birth? 1555 Woodland Drive, Apartment 4, uh, Decatur, Illinois, 62549. And date of birth is, uh, 05/06/1979. Okay. And is your email ldboyer79@gmail.com? Yes, ma'am. Phone number 217-619-2942? Yes, ma'am. All right, sir. Thank you very much. You want to cancel the whole coverage? Yes, ma'am. Okay. Just a minute, please. Okay. Okay. I already sent a 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. All right. Thank you. You're more than welcome, sir. Anything else that I can help you with today? That's it. All righty. Have a wonderful night, and thank you for calling Benefits in a Card.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yes. Uh, Larry Boyer, B-O-Y-E-R. Hello, Mr. Boyer. How may I help you? Yes, I need to cancel my benefits, please. Sure, I can help you with that. May I have the name of the agency that you are working with and the last four of your Social? Uh, Innovative Staffing Solutions. 0868 is the last four. Did you say 0868? Yes, ma'am. Okay, sir. Thank you. And, uh, just for security purposes, can you please verify your address and date of birth? I sent the answer to the email that he has sent to you. Just in case you couldn't get through. Uh, I didn't hear you. This is the lady in the office talking to me about it. What did you say now? How do I verify- I'm sorry. Uh, just, just for security, can you, uh, verify your address and date of birth? 1555 Woodland Drive, Apartment 4, uh, Decatur, Illinois, 62549. And date of birth is, uh, 05/06/1979. Okay. And is your email ldboyer79@gmail.com? Yes, ma'am. Phone number 217-619-2942? Yes, ma'am. All right, sir. Thank you very much. You want to cancel the whole coverage? Yes, ma'am. Okay. Just a minute, please. Okay. Okay. I already sent a

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