

Transcript: Sara

Marulanda-5360581649055744-4858090238984192

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cup. My name is Sarah. May I have your name, please? My name is Xavier Jones. Hello, Mr. Jones. How may I help you? Um, I'm trying to, um... um, basically, I got you guys' insurance, um, because I had to get off my parents' insurance. Mm-hmm. But something changed in their policy, and I'm allowed to be on their insurance now. Uh, so I'm trying to cancel my insurance with you guys so I can get back on theirs. Okay, let me check your account. May I have, please, the name of the temporary agency that you are working with and the last four of your Social? Uh, the staffing agency is TRC Staffing. Okay. And then my last four of my Social is 8116. All right, sir. And just for security purposes, can you please verify your address and date of birth? Uh, yeah. My date of birth is 05-18-2000. I'm not too sure what address I put on there, but it might be, uh... it might be 4409 Halter Way, Valdosta, Georgia 31605. No, it's not that one. Okay, then that's probably- It's from Georgia as well. Say that again? Uh-huh. It's, it's from Georgia as well, but it's not the one you just told me. Uh, is it the Duluth address, or is it, um, uh, the Sandy Springs address? Sandy Springs, yes. Can you verify that one for me, please? Uh, if I'm not mistaken, it's 14 Cedar Run, uh, Sandy Springs, 30053, I think? I don't know. 303350. You have all that mixed, but yes, you're correct. And, uh- Gotcha. And is your email xk.jones@outlook.com? Yes, ma'am. And is your phone number 229-460-7641? Yes, ma'am. Thank you very much. So you want to cancel the whole coverage? Yes, ma'am. Give me just a minute. Okay, before I cancel it, um, because on this plan you have term life, uh, but you don't have any, um, like a beneficiary. You's, you're gonna have coverage, like, for one or two more weeks, uh, dependent on your company deductions. So I'm gonna need a beneficiary name. Do you know who would you like to receive the term life benefit in case something happened to you? Wait. Explain that one more time. Okay. When you enroll in term life, you're gonna need a beneficiary, but you never add a beneficiary to the, um, to the coverage. Who is the beneficiary? Let's, let's say that, um, something happened to you, and you want, uh, somebody to receive your term life benefit. You know, you have \$20,000 term life benefit i- in case something happened to you. So in that case, who would you like to receive that benefit? Um, I guess my mom, Andrea Jones. Okay, A-N-D-R-E-A? Yeah. J-O-N-E-S, right? Okay. Um, parent. Okay. Thank you very much. Okay, so now, let's go back to the cancellation. I'm gonna make the request for the cancellation. 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 deductions. Okay. Okay, Mr. Jones, other than that, is there anything else that I can help you with? Uh, no, ma'am. I think that's it. All righty then. So thank you for calling Benefits in a Cup. Wish you two have a wonderful day. All right. You too. Thank you very much. Mm, bye-bye. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

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