

Transcript: Sara

Marulanda-5403075478732800-4542041910067200

Full Transcript

Thank you for calling Hello. ... Business C.A.R.T. My name is Sarah. May I have your name, please? My name is Terrence Cobb. Hello, Mr. Cobb. How may I help you? I want to cancel my benefits with you guys. Sure, sir. 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 to locate you on the system? Verstella Staffing, and my last four digits is 0457. Okay, give me just a minute, please. Okay, sir, and just for security purposes, can you please verify your address and date of birth? 3976 Rockwood Park Drive, Northeast Salem, 97305. And my birthda- my birthday is 11-24-1988. And is your email germane241188@gmail.com? Yes, that's correct. And phone number 971-666-0799? Correct. And you want to cancel the whole coverage? Uh, yeah, I want to cancel everything. Okay, give me just a minute, please. Thank you. You're welcome. Okay, sir, 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 deductions. Okay, thank you very much. I appreciate your help. You're more than welcome, sir. My pleasure. Have a wonderful day and thank you for calling- Mm, you too. ... Business C.A.R.T. All right. Thank you.

Conversation Format

Speaker None: Thank you for calling Hello. ... Business C.A.R.T. My name is Sarah. May I have your name, please? My name is Terrence Cobb. Hello, Mr. Cobb. How may I help you? I want to cancel my benefits with you guys. Sure, sir. 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 to locate you on the system? Verstella Staffing, and my last four digits is 0457. Okay, give me just a minute, please. Okay, sir, and just for security purposes, can you please verify your address and date of birth? 3976 Rockwood Park Drive, Northeast Salem, 97305. And my birthda- my birthday is 11-24-1988. And is your email germane241188@gmail.com? Yes, that's correct. And phone number 971-666-0799? Correct. And you want to cancel the whole coverage? Uh, yeah, I want to cancel everything. Okay, give me just a minute, please. Thank you. You're welcome. Okay, sir, 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 deductions. Okay, thank you very much. I appreciate your help. You're more than welcome, sir. My pleasure. Have a wonderful day and thank you for calling- Mm, you too. ... Business C.A.R.T. All right. Thank you.