

Transcript: Sara

Marulanda-5502223125757952-4531527297974272

Full Transcript

Thank you for calling Ben-- thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Michael Chapins. Hello, Mr. Michael. How may I help you? Yeah, I'd like to cancel. I've got this, this tele whatever in the card, and I, I don't need it. I, I want to cancel it. Okay, so may I have, please, the name of the agency that you are working with, and the last four digits of your Social Security number to locate you on the system? Yeah, it's Surge Staffing. Okay. Last four... Yeah, last four is 9250. Thank you very much. And Mr. Chapins, just for security purposes, can you please verify your address and date of birth? Yeah. 8354 Columbus Road, Lot 8, Mount Vernon, Ohio. And date of birth is 10/14/1966. Email mchapins100@gmail.com? That's correct. And phone number 330-521-0063? Correct. Thank you very much. And you want to cancel the coverage. Give me just a minute, please. Okay, sir. I already sent the cancellation request. Cancellations takes between seven to 10 business days, so you may see one or two more deductions before cancellation complete. After that, there will be no more deductions. Okay. All righty, sir. Other than that, is there anything else that I can help you with? No. Thank you. All righty, Mr. Chapins. Thank you for calling Benefits in a Card. Have a wonderful day. You too. Thank you, sir. Bye. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Ben-- thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Michael Chapins. Hello, Mr. Michael. How may I help you? Yeah, I'd like to cancel. I've got this, this tele whatever in the card, and I, I don't need it. I, I want to cancel it. Okay, so may I have, please, the name of the agency that you are working with, and the last four digits of your Social Security number to locate you on the system? Yeah, it's Surge Staffing. Okay. Last four... Yeah, last four is 9250. Thank you very much. And Mr. Chapins, just for security purposes, can you please verify your address and date of birth? Yeah. 8354 Columbus Road, Lot 8, Mount Vernon, Ohio. And date of birth is 10/14/1966. Email mchapins100@gmail.com? That's correct. And phone number 330-521-0063? Correct. Thank you very much. And you want to cancel the coverage. Give me just a minute, please. Okay, sir. I already sent the cancellation request. Cancellations takes between seven to 10 business days, so you may see one or two more deductions before cancellation complete. After that, there will be no more deductions. Okay. All righty, sir. Other than that, is there anything else that I can help you with? No. Thank you. All righty, Mr. Chapins. Thank you for calling Benefits in a Card. Have a wonderful day. You too. Thank you, sir. Bye. Bye-bye.