

Transcript: Sara

Marulanda-5562432339001344-4731864214880256

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? Hello, Mrs., um, good afternoon. My name is Michelove Jean. Hello, sir. How may I help you? Yeah, you know, I have my, um, um, insurance card, but I would like to cancel it. So I just called you to know how can you help me. Okay, let me check that for you. May I have please the name of the agency that you are working with and the last four of your social? Yeah, um, um, the agency is Search. Search? Yeah. Okay, and the last four of your Social Security number? I should check it because I don't remember it, excuse me. Check... Okay, take your time. Don't worry. Mm-hmm. 00:01:09 Okay, I got it. Um, 2705. No, um, um, 1705. 1705. Um, what is your name and last name? Michelove Jean. Mr. Jean- Mitchel- And... Yes, Michelove Jean. Yeah. And just for security purposes, can you please verify your address and date of birth? Yeah, my... Address. Yeah, I'm not sure how this one is different, huh? Yeah, it is ... Yeah, no, for real, I'm gonna need the license code. 500- Code, number. Okay. Next, next. Yeah, the address is 835 St. John Avenue, Lima, Ohio. Okay, and your date of birth? Hello? Yeah, and your date of birth? Ah, okay. 20... eeh, dat- dat, byes, oke, bah, nah, bye, no, bah. Uh, I don't know how they say that in English. Okay, 04/01/1989. Okay, perfect. Okay, sorry- I got it. And is your email michelove918@gmail.com? Yeah. And is your phone number 954-317-7863? Yeah. And you want to cancel the, your coverage, is that correct? Yes. Okay. 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, when you say do-deduction, what does, what does that mean? Can you explain me better? Like when, when they take the, the, the money out of your account to cover the premium, out of your paycheck. I'm sorry. Yeah, yeah, okay, I understand. Yeah. Okay. Um- So it takes about seven and ten days? Yeah, the, it, it definitely takes seven to ten business days. So that could be one or two weeks. Okay. Yeah. Okay, sir. Um, e- other than that, is there anything else that I can help you with? No, that's it. All righty, sir. So thank you for calling Benefits in a Card. We wish you too have a wonderful day. You too. Thank you. Thank you. Hmm, bye-bye. Yeah.

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? Hello, Mrs., um, good afternoon. My name is Michelove Jean. Hello, sir. How may I help you? Yeah, you know, I have my, um, um, insurance card, but I would like to cancel it. So I just called you to know how can you help me. Okay, let me check that for you. May I have please

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