

Transcript: Sara

Marulanda-5580796239986688-4540649868279808

Full Transcript

Thank you for calling Benefits in a Card. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Jermiza Wright. Hello, ma'am. How may I help you? Hi. I was calling to see if I could cancel my insurance plan. Okay. Let me check. Uh, what company are you with and the last four of your social, please? Zero... I'm with MAU Samsung. Okay. And the last four is 0891. Thank you very much. And I guess for security purposes, can you please verify your address and date of birth? 1251 Pine Street, Newberry, South Carolina and my date of birth is 02/16/1999. I need your email, jwrid183@ical.com. Yes. I need your phone number, 762-2236. Yes. Okay, ma'am. Let me check your account. Give me just a minute. Can I put you on hold for a minute while I check your account? Okay. I'll be right back with you. Thank you. Hello, Ms. Wright? Yes. Thank you for waiting, ma'am. Okay. Um, I do have to, um, hire dates on your account, so I will have to verify which one is the correct one, um, to see if you're eligible to, to cancel the ... to call as soon as I get that information. That will be today. Is that okay with you? Um, how many accounts do I have? No, you only have one account but it shows that ... well, two, and I have another hire date from 2020. And so, they have to check if you're still eligible to cancel. S-s-say what? Hello, ma'am. Can you repeat that? Uh, c-c-can you, can you repeat what you, what you just said? Okay. Uh, basically I need for the main office to update your hire date to see if you are between the 30 days since they hired you or not, to be, for me to be able to cancel your coverage. I can't do that unless they, um, update the system. So I have to send this for the main office for them to update it, and once I get the information back, I will be giving you a call. Okay. Okay. So as soon as I get that information back, I will, uh, let you know about the cancellation. All righty, ma'am? Okay. Thank you. You're more than welcome. Other than that, is there anything else that I can help you with? No. All righty, ma'am. So thank you for calling Benefits in a Card. Have a wonderful day. You too. Okay, bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Jermiza Wright. Hello, ma'am. How may I help you? Hi. I was calling to see if I could cancel my insurance plan. Okay. Let me check. Uh, what company are you with and the last four of your social, please? Zero... I'm with MAU Samsung. Okay. And the last four is 0891. Thank you very much. And I guess for security purposes, can you please verify your address and date of birth? 1251 Pine Street, Newberry, South Carolina and my date of birth is 02/16/1999. I need your email, jwrid183@ical.com. Yes. I need your phone number, 762-2236. Yes. Okay, ma'am. Let me

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