

Transcript: Sara

Marulanda-5759553822441472-4798087275397120

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yes. It's Zoe, Z-O-E. And my last name is Norrgard, N-O-R-R-G-A-R-D. Hello, Ms. Norrgard. How may I help you? Hi. Um, I canceled my coverage, and I need a letter that states, um, it's canceled and the date. Okay. May I have the name of the agency that you are working with and the last four of your Social? Mm-hmm. It's, uh, Creative Circle. Okay. And the last four digits are 5506. Okay, ma'am. Thank you. Mm-hmm. And, uh, just for security purposes, can you please verify your address and date of birth? Yes. 895 Clarence Street, St. Paul, Minnesota, 55106. Date of birth is 8-20-84. Okay. And is your email zoekmdesign@gmail.com? Yep, that's it. And is your phone number 322-247791? Yes. Okay. Give me just a minute, please. Okay. So you cancel on April 30th. Is that correct? No, immediately. No, no, no. The date- Oh. ... that you canceled the coverage, when was that? Oh, um, I f-... I, I called, um, about a week and a half ago and they said I needed to call back today because today would be the last date of that coverage. So, um, I think it's today, but ASAP, if- Okay. ... if that is- Just a moment. ... fine with someone. Okay. I'm just checking the dates here. Hold on, please. Okay. Okay. Okay. Thank you. Oh, okay. So let me, uh, send you the letter. It's gonna be a cancellation confirmation. Okay. Okay. So, uh, we will send that between 24 to 48 hours, probably tonight, but I need to check that with the main office first. Okay? Okay. All right. Sounds good. All right. Thank you so much. You're more than welcome. Other than that, is there anything else that I can help you with? Uh, no, that's it. Okay, ma'am. So thank you for calling Benefits in a Card. You will get, receive that letter between 24 and 48 hours. Okay. Thank you very much. You're more than welcome. Have a wonderful night. You too. Bye-bye. Mm-hmm. Thank you. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yes. It's Zoe, Z-O-E. And my last name is Norrgard, N-O-R-R-G-A-R-D. Hello, Ms. Norrgard. How may I help you? Hi. Um, I canceled my coverage, and I need a letter that states, um, it's canceled and the date. Okay. May I have the name of the agency that you are working with and the last four of your Social? Mm-hmm. It's, uh, Creative Circle. Okay. And the last four digits are 5506. Okay, ma'am. Thank you. Mm-hmm. And, uh, just for security purposes, can you please verify your address and date of birth? Yes. 895 Clarence Street, St. Paul, Minnesota, 55106. Date of birth is 8-20-84. Okay. And is your email zoekmdesign@gmail.com? Yep, that's it. And is your phone number 322-247791? Yes. Okay. Give me just a minute, please. Okay. So you cancel on April 30th. Is that correct? No,

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