

Transcript: Sara

Marulanda-5793025307492352-4795383844749312

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Uh, my name is Sean Greene. Hello, Mr. Greene. How may I help you? Uh, yeah, I was gonna actually see how... what I gotta do to cancel my insurance with you guys. Okay, let me check your account. Uh, may I have the name of the agency that you are working with and the last four of your Social? I'm sorry, you need the last four of my Social? Yes, the last four of your Social and the name of the temporary agency that you are working with. I'm working with Search. Search Wisconsin, okay. And my... Yeah, and the last four is 3096. 3096? Yes. Uh, do you have a first name and last name? Sean Greene. Mr. Greene, uh, just for security purposes, can you please verify your address and date of birth? Uh, my address is 410 East 3rd Street, Seymour, Indiana, 47274. Uh, and then... Sorry, my birthdate is the last thing you asked? Yes, sir. Uh, February 6th, 1992. And is your email budp... What? My what? ... pgraces your email? Yes, budpe... Yep. Uh-huh. @gmail. And is your phone number 812-569-6171? Yep. Okay, sir. Thank you, and you want to cancel your coverage. Is that correct? Yes. Yes. All righty. So I already sent a 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. Other than that- Thank you. ... Mr. Greene, is there anything else that I can help you with? No, I think that covers it. All righty, sir. Okay. So thank you for calling Benefits in a Cart with you to have a wonderful day, and happy New Year, sir. You as well. Have a good one. Thank you. Mm-hmm. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Uh, my name is Sean Greene. Hello, Mr. Greene. How may I help you? Uh, yeah, I was gonna actually see how... what I gotta do to cancel my insurance with you guys. Okay, let me check your account. Uh, may I have the name of the agency that you are working with and the last four of your Social? I'm sorry, you need the last four of my Social? Yes, the last four of your Social and the name of the temporary agency that you are working with. I'm working with Search. Search Wisconsin, okay. And my... Yeah, and the last four is 3096. 3096? Yes. Uh, do you have a first name and last name? Sean Greene. Mr. Greene, uh, just for security purposes, can you please verify your address and date of birth? Uh, my address is 410 East 3rd Street, Seymour, Indiana, 47274. Uh, and then... Sorry, my birthdate is the last thing you asked? Yes, sir. Uh, February 6th, 1992. And is your email budp... What? My what? ...

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