

Transcript: Sara

Marulanda-5888602145472512-4558241629126656

Full Transcript

It says, find me five dinosaurs in the prehistoric era. Hello. Hello. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Sarah Westerville. Okay, ma'am. How may I help you? Um, yes, I'm trying to change some of my, the, what you guys offer. I'm employed to accept AC and they told me to call you to change source it. Okay. Did you say AC? No, I'm calling to change for all the benefits that I get through my TIP AAC. Okay, ma'am. And, eh, may I have the name of the agency and the last four digits of your Social Security number? It's Sorge, S-U-O-G-E, and then 9325. Sorge stopping. Thank you very much. And I guess for security purposes, can you please verify your address and date of birth? Uh, it's 9327 Saint Cloud 682, Apartment 215, Athens, Ohio and then it's January 24, 1998. And is your email steffawesterville@icloud.com? Yes. And is your phone number 220-244-8212? Yes. And you want to 10 25- They took my call. Yes. Okay, ma'am. I already sent a 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. So will I get the money back from them or what? No, ma'am. Your coverage is going to be active until, eh, the cancellation complete. All right. All righty. Um, other than that, is there anything more that I can help you with? No.

Conversation Format

Speaker None: It says, find me five dinosaurs in the prehistoric era. Hello. Hello. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Sarah Westerville. Okay, ma'am. How may I help you? Um, yes, I'm trying to change some of my, the, what you guys offer. I'm employed to accept AC and they told me to call you to change source it. Okay. Did you say AC? No, I'm calling to change for all the benefits that I get through my TIP AAC. Okay, ma'am. And, eh, may I have the name of the agency and the last four digits of your Social Security number? It's Sorge, S-U-O-G-E, and then 9325. Sorge stopping. Thank you very much. And I guess for security purposes, can you please verify your address and date of birth? Uh, it's 9327 Saint Cloud 682, Apartment 215, Athens, Ohio and then it's January 24, 1998. And is your email steffawesterville@icloud.com? Yes. And is your phone number 220-244-8212? Yes. And you want to 10 25- They took my call. Yes. Okay, ma'am. I already sent a 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. So will I get the money back from them or what? No, ma'am. Your coverage is going to be active until, eh, the cancellation complete. All right. All righty. Um, other than that, is there anything more that I can help you with? No.