

Transcript: Sara

Marulanda-6164113480695808-5566758154878976

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? Yeah. Hello. Uh, my name is, uh, Miguel Maldonado. Hello, Mr. Maldonado. How may I help you? So, um, I wanted to cancel the, the insurance in a cart. Sure, I can help you with that. May I have the name of the agency that you are working with and the last four of your Social? Um, it's Serge, and my Social, the last four is 4903, I think. Uh, let me, let me make sure. Okay. Hello? Oh, 43. I'm sorry. Go ahead, I'm sorry. Go ahead, sir. Um, the last four is 4309. Okay. I was to ask you how long have you been with the company because I can find you with 4903. Yeah. 4903 09. 4309. Mr. Miguel Maldonado-Mota, and just for security purpose, please verify your address and date of birth. Um, October 22nd, 2002, and 4834 Mungo Avenue, East Chicago. Thank you, and is your email angelmail- Yeah, angelmail22. ... 22022@gmail.com? And is your phone number 219-779-0521? Yes. Thank you very much. I just want to cancel. Okay, I just sent a request for cancellation. 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. Sounds good. All righty. Thank you very much. Is there anything else I can help you with? Uh, no, that's actually it. All righty. Thank you very much. You're more than welcome. Have a wonderful day and thank you for calling Benefits in a Cart. You too. Thank you. Thanks. Mm, bye-bye. 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? Yeah. Hello. Uh, my name is, uh, Miguel Maldonado. Hello, Mr. Maldonado. How may I help you? So, um, I wanted to cancel the, the insurance in a cart. Sure, I can help you with that. May I have the name of the agency that you are working with and the last four of your Social? Um, it's Serge, and my Social, the last four is 4903, I think. Uh, let me, let me make sure. Okay. Hello? Oh, 43. I'm sorry. Go ahead, I'm sorry. Go ahead, sir. Um, the last four is 4309. Okay. I was to ask you how long have you been with the company because I can find you with 4903. Yeah. 4903 09. 4309. Mr. Miguel Maldonado-Mota, and just for security purpose, please verify your address and date of birth. Um, October 22nd, 2002, and 4834 Mungo Avenue, East Chicago. Thank you, and is your email angelmail- Yeah, angelmail22. ... 22022@gmail.com? And is your phone number 219-779-0521? Yes. Thank you very much. I just want to cancel. Okay, I just sent a request for cancellation. Cancellations takes between seven to ten business days, so you may see one or two more deductions before cancellation

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