

Transcript: VICTORIA

Taylor-4839450111066112-5266166629482496

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. You're calling Benefits Center Card. This is Victoria. How can I help you? Uh, yes. I was calling about my insurance. Hello? I was gonna cancel it. Uh, yes. I was calling about my insurance. I was gonna cancel it. Okay. What's the name of the agency you work for? Serge. All right. And the last four of your Social? 7716. Your first and last name? Shauna Floyd. Oh, okay. And do you mind verifying your address and date of birth? 39 R- or I think it's PO Box 71. For if it's for y'all are like... Is it for where the card got melted? Yeah, that... Yeah, yeah. The... Wherever it was sent. Uh, PO Box 71. I don't have... Okay. I don't have a PO Box on file. Well, that's where it got sent, but... Okay. It might be 39 Road... 9... I'm sorry, it sounds like we might have to delay in the phone call. Um, what other address would it be? Uh, might be 39 Road 9059. In Valley Head, Alabama 35989? Yes. Okay. What's your date of birth? 06-08-2000. Phone number 256-780-8189? Yes. Email's gonna be SShauna659@gmail.com? Yes, ma'am. Okay. And you're wanting to cancel? Uh, yes. I still work for them. It's just I don't want the insurance anymore. I really need the money more than paying for the insurance, so I was just wanna cancel it, because it's really not helping me with what I need, so. Okay. Um, so I can definitely go ahead and put in a request to have it canceled for you. It does typically take about one to two weeks for the cancellation to be processed. Okay. So you very well may see, um, one to two more deductions. If you do- Uh-huh. ... of course, it will provide the coverage you're paying for until the cancelation has been processed. Okay, thank you. Yes, ma'am. Did you need help with anything else? No, ma'am. All right. You have a wonderful day. You too. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: You're calling Benefits Center Card. This is Victoria. How can I help you?

Speaker speaker_2: Uh, yes. I was calling about my insurance.

Speaker speaker_1: Hello?

Speaker speaker_2: I was gonna cancel it. Uh, yes. I was calling about my insurance. I was gonna cancel it.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Serge.

Speaker speaker_1: All right. And the last four of your Social?

Speaker speaker_2: 7716.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Shauna Floyd.

Speaker speaker_1: Oh, okay. And do you mind verifying your address and date of birth?

Speaker speaker_2: 39 R- or I think it's PO Box 71. For if it's for y'all are like... Is it for where the card got melted?

Speaker speaker_1: Yeah, that... Yeah, yeah. The... Wherever it was sent.

Speaker speaker_2: Uh, PO Box 71.

Speaker speaker_1: I don't have... Okay. I don't have a PO Box on file.

Speaker speaker_2: Well, that's where it got sent, but...

Speaker speaker_1: Okay.

Speaker speaker_2: It might be 39 Road... 9...

Speaker speaker_1: I'm sorry, it sounds like we might have to delay in the phone call. Um, what other address would it be?

Speaker speaker_2: Uh, might be 39 Road 9059.

Speaker speaker_1: In Valley Head, Alabama 35989?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. What's your date of birth?

Speaker speaker_2: 06-08-2000.

Speaker speaker_1: Phone number 256-780-8189?

Speaker speaker_2: Yes.

Speaker speaker_1: Email's gonna be SShauna659@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And you're wanting to cancel?

Speaker speaker_2: Uh, yes. I still work for them. It's just I don't want the insurance anymore. I really need the money more than paying for the insurance, so I was just wanna cancel it, because it's really not helping me with what I need, so.

Speaker speaker_1: Okay. Um, so I can definitely go ahead and put in a request to have it canceled for you. It does typically take about one to two weeks for the cancellation to be

processed.

Speaker speaker_2: Okay.

Speaker speaker_1: So you very well may see, um, one to two more deductions. If you do-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... of course, it will provide the coverage you're paying for until the cancelation has been processed.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Yes, ma'am. Did you need help with anything else?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: All right. You have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.