

Transcript: VICTORIA

Taylor-6473422884487168-4573728931495936

Full Transcript

Thank you for calling ... in the car ... this is ..., how can I help you? Yes, I wanted to cancel my, um, dental and vision insurance. What's the, uh, name of the agency you work for? Uh, Siemens. Is that the name of the staffing agency? No, I'm going through, um, ISS. Okay. And the last four of your Social? 7855. And your first and last name? Curtis Jones. All right. Uh, do you mind verifying your address and date of birth? 408 Hawaii Street, Red Bud, Illinois, 9683. Phone number is 719-0220? Um, I have a, um, new number now. It's 618... I don't know why they don't have it on file. 8-... 612-8474. Phone number is bj7762581 at gmail.com? Yes, ma'am. Okay. So I see you're enrolled into the Insure Plus medical, um, dental, term life vision and group accident. Are you wanting to cancel everything or just the medical, dental and vision? Ev- everything. Okay. So cancellations typically take about one to two weeks to be processed through your payroll. Okay. Uh, you may see one to two more payroll deductions. If you do, it will provide the coverage ... for until payroll is processed the cancellation on their end. Okay. Do you need help with anything else? No, ma'am. All righty. You have a wonderful day. You too. Thank you. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling ... in the car ... this is ..., how can I help you?

Speaker speaker_1: Yes, I wanted to cancel my, um, dental and vision insurance.

Speaker speaker_0: What's the, uh, name of the agency you work for?

Speaker speaker_1: Uh, Siemens.

Speaker speaker_0: Is that the name of the staffing agency?

Speaker speaker_1: No, I'm going through, um, ISS.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 7855.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Curtis Jones.

Speaker speaker_0: All right. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: 408 Hawaii Street, Red Bud, Illinois, 9683.

Speaker speaker_0: Phone number is 719-0220?

Speaker speaker_1: Um, I have a, um, new number now. It's 618... I don't know why they don't have it on file. 8-... 612-8474.

Speaker speaker_0: Phone number is bj7762581 at gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So I see you're enrolled into the Insure Plus medical, um, dental, term life vision and group accident. Are you wanting to cancel everything or just the medical, dental and vision?

Speaker speaker_1: Ev- everything.

Speaker speaker_0: Okay. So cancellations typically take about one to two weeks to be processed through your payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, you may see one to two more payroll deductions. If you do, it will provide the coverage ... for until payroll is processed the cancellation on their end.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you need help with anything else?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.