

Transcript: Chris Sofield

(deactivated)-6516865917468672-6190353041276928

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi. Um, so I would like to see if I could cancel my benefits. Um... Okay. I applied at the same agency but they told me I would have to call to cancel with you guys. Okay. What staffing company do you work with? Um, Partners Personal. It's in Phoenix, Arizona. And the last... And the last four of your social? 7642. Thank you. Your first and last name? Jessica Colin-Lopez. All right, ma'am. Could you verify your address and your date of birth for me? 6231 West Palm Lane, Phoenix, Arizona 85035. Date of birth's November 8, 1997. Thank you. Phone on file is 602-410-8359? Correct. All right. Um, ma'am, you're not enrolled into anything. There's nothing to cancel. Are you sure? Because when I applied, um, they told me that I would have to call you guys because when I was filling out the application, it didn't give me the option to put no on the application. You're not currently enrolled into anything. There's nothing to cancel. Okay. Sounds good. I'm just making sure. Thank you. You're welcome. Thanks for calling and have a good day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi. Um, so I would like to see if I could cancel my benefits. Um...

Speaker speaker_1: Okay.

Speaker speaker_2: I applied at the same agency but they told me I would have to call to cancel with you guys.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Um, Partners Personal. It's in Phoenix, Arizona.

Speaker speaker_1: And the last... And the last four of your social?

Speaker speaker_2: 7642.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Jessica Colin-Lopez.

Speaker speaker_1: All right, ma'am. Could you verify your address and your date of birth for me?

Speaker speaker_2: 6231 West Palm Lane, Phoenix, Arizona 85035. Date of birth's November 8, 1997.

Speaker speaker_1: Thank you. Phone on file is 602-410-8359?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. Um, ma'am, you're not enrolled into anything. There's nothing to cancel.

Speaker speaker_2: Are you sure? Because when I applied, um, they told me that I would have to call you guys because when I was filling out the application, it didn't give me the option to put no on the application.

Speaker speaker_1: You're not currently enrolled into anything. There's nothing to cancel.

Speaker speaker_2: Okay. Sounds good. I'm just making sure. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too.