

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, good afternoon. I was calling because I was just, um, cancel my enrollment, but I didn't receive my confirmation. Okay. I can check to see. Um, give me one second. What staffing agency do you work for? Camp Bell. Okay. And then, what is the last four of your Social? 6307. Thank you. And your first and last name? Mikayla Brown. For security purposes, can you verify your address and date of birth? Yes. Date of birth is 12/11. My address is 913 Helen P. Perkins Avenue, Hollendale, Mississippi 38748. And what year were you born in? 2000. Thank you. And then I have 6623906681 as your phone number? Yes. Okay. And then I have m- m- your last name first name @gmail.com. Is that to date? Yes. I believe that's something you would have to request, but I can go ahead and request it. Um, normally they tell us to let you guys know that it might take 24 hours for you to receive that confirmation to your email. Is that a good email to send it to? Okay. Okay. Um, my, um, last name, first name email? Yes. Correct. All right. I'll go ahead and submit that, um, 'cause it looks like it... yeah, you did cancel it. Okay. Yeah. I'll go ahead and request it. And will this, um, confirmation show that, um, it's canceled? Yeah. It- Like, will there be, like, a cancellation letter? Yes. It's a confirmation email. So a letter- Okay. ... confirmation. So it shows... Need proof of current... Yeah. So it's gonna show you your cancellation is in process. Okay. Okay? So I'll go ahead and submit that, and you should be receiving it in your email. If you don't get it, um, probably by tomorrow, I would call back, but you should be receiving that. Okay. Okay. Thank you. You're welcome. I hope you have a great day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, good afternoon. I was calling because I was just, um, cancel my enrollment, but I didn't receive my confirmation.

Speaker speaker_0: Okay. I can check to see. Um, give me one second. What staffing agency do you work for?

Speaker speaker_1: Camp Bell.

Speaker speaker_0: Okay. And then, what is the last four of your Social?

Speaker speaker_1: 6307.

Speaker speaker_0: Thank you. And your first and last name?

Speaker speaker_1: Mikayla Brown.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Yes. Date of birth is 12/11. My address is 913 Helen P. Perkins Avenue, Hollendale, Mississippi 38748.

Speaker speaker_0: And what year were you born in?

Speaker speaker_1: 2000.

Speaker speaker_0: Thank you. And then I have 6623906681 as your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then I have m- m- your last name first name @gmail.com. Is that to date?

Speaker speaker_1: Yes.

Speaker speaker_0: I believe that's something you would have to request, but I can go ahead and request it. Um, normally they tell us to let you guys know that it might take 24 hours for you to receive that confirmation to your email. Is that a good email to send it to?

Speaker speaker_1: Okay. Okay. Um, my, um, last name, first name email?

Speaker speaker_0: Yes. Correct. All right. I'll go ahead and submit that, um, 'cause it looks like it... yeah, you did cancel it. Okay. Yeah. I'll go ahead and request it.

Speaker speaker_1: And will this, um, confirmation show that, um, it's canceled?

Speaker speaker_0: Yeah. It-

Speaker speaker_1: Like, will there be, like, a cancellation letter?

Speaker speaker_0: Yes. It's a confirmation email. So a letter-

Speaker speaker_1: Okay.

Speaker speaker_0: ... confirmation. So it shows... Need proof of current... Yeah. So it's gonna show you your cancellation is in process.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? So I'll go ahead and submit that, and you should be receiving it in your email. If you don't get it, um, probably by tomorrow, I would call back, but you should be receiving that.

Speaker speaker_1: Okay. Okay. Thank you.

Speaker speaker_0: You're welcome. I hope you have a great day.

Speaker speaker_1: You too.