

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello is this 10-8-1? Thank you for calling Benefits and Accords. My name is Stephanie. How can I assist you? Yeah, hello. Hello, Stephanie. Good morning. My name is Jismailly Mota. How can I help you? Um, I wanted to cancel my benefits, uh, my health benefits. Okay, yeah, I can help you. Um, what type of agency do you work for? And could I get the last four of your Social please? BGS Personnel. Okay. Um. And then the last four of your Social Security number. 8021. Okay, thank you. And for security purposes, could you please verify your address for me as well as your date of birth? So, uh, September 6th, 1999. Uh, my address is 2120 Main Avenue, Bronx, New York, Apartment 3E. What were the- What were those numbers? I'm sorry. 2120... 3026. Okay. Um, so I have a different address. Did you move recently? Did you have 3142 Park Avenue? Uh, yes, ma'am. Do you wish for me to change that or leave it how it is? Well, it doesn't matter. I will- I- I- I would like to cancel. Okay. Um, and is your phone number still 347-316-4392? Yes. Then I have P-E-R-A-L-T-A J-I-S-S-O-6@gmail.com. Is that still up to date? Yes. Okay, and then do you want to cancel your full coverage? Yes, everything be showing now. Everything. Okay, um, I did want to advise to you that cancellations take seven to 10 days to process, so you may still experience one or two deductions but I'ma go ahead and cancel your coverage. Thank you. You're welcome. Did you have any questions for me? No. Okay, well thank you for calling. I hope you have a great day. Will I have a confirmation on it- on something? Yeah, we can send you one if you wish. Okay, please do. Okay, yeah. Um, it may take a few hours, but I'll send it to that email address. Is that still correct, the one that I gave you earlier? Yeah. Okay, so I'll send it to that email. If not, I will call again. Okay, yeah, that's fine. Okay, thank you so much. Thank you. Have a nice day. Bye.

Conversation Format

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

Speaker speaker_1: Hello is this 10-8-1?

Speaker speaker_0: Thank you for calling Benefits and Accords. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, hello.

Speaker speaker_0: Hello, Stephanie. Good morning. My name is Jismailly Mota.

Speaker speaker_1: How can I help you? Um, I wanted to cancel my benefits, uh, my health benefits.

Speaker speaker_0: Okay, yeah, I can help you. Um, what type of agency do you work for? And could I get the last four of your Social please?

Speaker speaker_1: BGS Personnel.

Speaker speaker_0: Okay.

Speaker speaker_1: Um.

Speaker speaker_0: And then the last four of your Social Security number.

Speaker speaker_1: 8021.

Speaker speaker_0: Okay, thank you. And for security purposes, could you please verify your address for me as well as your date of birth?

Speaker speaker_1: So, uh, September 6th, 1999. Uh, my address is 2120 Main Avenue, Bronx, New York, Apartment 3E.

Speaker speaker_0: What were the- What were those numbers? I'm sorry.

Speaker speaker_1: 2120... 3026.

Speaker speaker_0: Okay. Um, so I have a different address. Did you move recently?

Speaker speaker_1: Did you have 3142 Park Avenue?

Speaker speaker_0: Uh, yes, ma'am. Do you wish for me to change that or leave it how it is?

Speaker speaker_1: Well, it doesn't matter. I will- I- I- I would like to cancel.

Speaker speaker_0: Okay. Um, and is your phone number still 347-316-4392?

Speaker speaker_1: Yes.

Speaker speaker_0: Then I have P-E-R-A-L-T-A J-I-S-S-O-6@gmail.com. Is that still up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and then do you want to cancel your full coverage?

Speaker speaker_1: Yes, everything be showing now. Everything.

Speaker speaker_0: Okay, um, I did want to advise you that cancellations take seven to 10 days to process, so you may still experience one or two deductions but I'ma go ahead and cancel your coverage.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Did you have any questions for me?

Speaker speaker_1: No.

Speaker speaker_0: Okay, well thank you for calling. I hope you have a great day.

Speaker speaker_1: Will I have a confirmation on it- on something?

Speaker speaker_0: Yeah, we can send you one if you wish.

Speaker speaker_1: Okay, please do.

Speaker speaker_0: Okay, yeah. Um, it may take a few hours, but I'll send it to that email address. Is that still correct, the one that I gave you earlier?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so I'll send it to that email.

Speaker speaker_1: If not, I will call again.

Speaker speaker_0: Okay, yeah, that's fine.

Speaker speaker_1: Okay, thank you so much.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_1: Bye.