

Transcript: Estefania

Acevedo-4788658237128704-6311722359767040

Full Transcript

Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Uh, yes. This is, uh, Clayton McPeters and I work for, uh, Surge. I was needing to, like, cancel the insurance. To cancel the insurance? Yes, ma'am. Okay. What are the last four numbers of your Social? It's gonna be 5940. For security purposes, can you verify your address and date of birth? My address is gonna be 122 East Anderson Street, Lot 13, Scottsboro, Alabama, and my date of birth's going to be 04/16/2002. Okay. You said "122" for your address number? 122. I have a different address. What do you have? Um, so it's a security question so I can't really tell you. Um- Well, that's not true. ... do you remember a past address? Uh, past address would be, uh... I can't remember it but I know it's, uh, Johnson Avenue would be the last one. Um, if you don't remember it, you can always verify your Social, but it would have to be your Social. Yeah. And it has to be the one I have. I'm using my fourth Social. Okay. Which, which... What is it? It's gonna be 424-535-940. Mm-hmm. Okay. I had, uh, 1238 Porter Rod Scottsboro, Owens Cross Roads, Alabama. That's not right. Um, but I can change it if you want. Um- Yeah. ... what was your updated address? I think I know what my new address is. It's gonna be 122 East Anderson Street, Scottsboro, Alabama. What was that city? Scottsboro, Alabama. Okay. And then the ZIP code? 35769. Okay. Thank you. All right. And then is the... your phone number still the same one on file which is 205-224-1659? Yes. And then I have mcpetersclayton5@gmail.com. Is that up-to-date? Correct. Okay. And then, due to the fact that the call is recorded, you stated that you wanted to cancel your MUC Total or Rev plan? My, uh, health insurance through Surge. Okay. I do have to let you know that cancellations do take seven to 10 business days to process, so there is a possibility that you may experience one or two deductions after the cancellation. But I- Okay. ... went ahead and canceled your coverage. Okay? Okay. Did you have any other questions for me? That'll be it. All right. I hope you have a great day. All right. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes. This is, uh, Clayton McPeters and I work for, uh, Surge. I was needing to, like, cancel the insurance.

Speaker speaker_0: To cancel the insurance?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. What are the last four numbers of your Social?

Speaker speaker_1: It's gonna be 5940.

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

Speaker speaker_1: My address is gonna be 122 East Anderson Street, Lot 13, Scottsboro, Alabama, and my date of birth's going to be 04/16/2002.

Speaker speaker_0: Okay. You said "122" for your address number?

Speaker speaker_1: 122.

Speaker speaker_0: I have a different address.

Speaker speaker_1: What do you have?

Speaker speaker_0: Um, so it's a security question so I can't really tell you. Um-

Speaker speaker_1: Well, that's not true.

Speaker speaker_0: ... do you remember a past address?

Speaker speaker_1: Uh, past address would be, uh... I can't remember it but I know it's, uh, Johnson Avenue would be the last one.

Speaker speaker_0: Um, if you don't remember it, you can always verify your Social, but it would have to be your Social.

Speaker speaker_1: Yeah.

Speaker speaker_0: And it has to be the one I have.

Speaker speaker_1: I'm using my fourth Social.

Speaker speaker_0: Okay. Which, which... What is it?

Speaker speaker_1: It's gonna be 424-535-940.

Speaker speaker_0: Mm-hmm. Okay. I had, uh, 1238 Porter Rod Scottsboro, Owens Cross Roads, Alabama.

Speaker speaker_1: That's not right.

Speaker speaker_0: Um, but I can change it if you want. Um-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... what was your updated address?

Speaker speaker_1: I think I know what my new address is. It's gonna be 122 East Anderson Street , Scottsboro, Alabama.

Speaker speaker_0: What was that city?

Speaker speaker_1: Scottsboro, Alabama.

Speaker speaker_0: Okay. And then the ZIP code?

Speaker speaker_1: 35769.

Speaker speaker_0: Okay. Thank you. All right. And then is the... your phone number still the same one on file which is 205-224-1659?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have mcpetersclayton5@gmail.com. Is that up-to-date?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And then, due to the fact that the call is recorded, you stated that you wanted to cancel your MUC Total or Rev plan?

Speaker speaker_1: My, uh, health insurance through Surge.

Speaker speaker_0: Okay. I do have to let you know that cancellations do take seven to 10 business days to process, so there is a possibility that you may experience one or two deductions after the cancellation. But I-

Speaker speaker_1: Okay.

Speaker speaker_0: ... went ahead and canceled your coverage. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Did you have any other questions for me?

Speaker speaker_1: That'll be it.

Speaker speaker_0: All right. I hope you have a great day.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Thank you.