

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hey, uh, my name is Cleveland Neal, and I was calling because, like, um, I guess, un- unsigned up for the benefits thing. Okay. So you wanna, like- I was trying to take... I was trying to take it off. Okay. Uh, what staffing agency are you working with? BGSS. And then what are the last four of your social? Uh, 3418. 3418? 3418, yes, ma'am. And your first and last name, please. Cleveland like the city, and Neal, N-E-A-L. Okay. For security purposes, could you verify your full address and your date of birth? 02/02/2004 and 409 3rd Drive, Apartment 1E. Okay. What city and state? Clarksdale, Tennessee. Is your phone number 931-463-4358? Yes, ma'am. ... shaw, with the extra W, 1@icloud.com? Yes, ma'am. Is that a today? Okay. Okay. Did you want to cancel your entire coverage? Yes, ma'am. Okay. I do have to advise that it does take seven to 10 days for the cancellations to process, so there's a possibility that you may experience one or two deductions, but it shouldn't pass two. Um, but I went ahead and canceled your coverage. Did you have any questions? Okay. Would I, would I receive... Would I receive the deductions back or no? No. I wouldn't? Mm-mm. Are you gonna email me some way I can receive it back? Um, I know that we don't do reimbursements. You're always welcome to contact your staffing agency, but I know we don't do reimbursements. Well, I got you. Okay. But I went ahead- Well, uh- ... and canceled that coverage, okay? All right. All right. Well, thank you. I hope you have a great day. Sure thing. Bye, girl. You doing the same?

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, uh, my name is Cleveland Neal, and I was calling because, like, um, I guess, un- unsigned up for the benefits thing.

Speaker speaker_0: Okay. So you wanna, like-

Speaker speaker_1: I was trying to take... I was trying to take it off.

Speaker speaker_0: Okay. Uh, what staffing agency are you working with?

Speaker speaker_1: BGSS.

Speaker speaker_0: And then what are the last four of your social?

Speaker speaker_1: Uh, 3418.

Speaker speaker_0: 3418?

Speaker speaker_1: 3418, yes, ma'am.

Speaker speaker_0: And your first and last name, please.

Speaker speaker_1: Cleveland like the city, and Neal, N-E-A-L.

Speaker speaker_0: Okay. For security purposes, could you verify your full address and your date of birth?

Speaker speaker_1: 02/02/2004 and 409 3rd Drive, Apartment 1E.

Speaker speaker_0: Okay. What city and state?

Speaker speaker_1: Clarksdale, Tennessee.

Speaker speaker_0: Is your phone number 931-463-4358?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... shaw, with the extra W, 1@icloud.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Is that a today? Okay. Okay. Did you want to cancel your entire coverage?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I do have to advise that it does take seven to 10 days for the cancellations to process, so there's a possibility that you may experience one or two deductions, but it shouldn't pass two. Um, but I went ahead and canceled your coverage. Did you have any questions?

Speaker speaker_1: Okay. Would I, would I receive... Would I receive the deductions back or no?

Speaker speaker_0: No.

Speaker speaker_1: I wouldn't?

Speaker speaker_0: Mm-mm.

Speaker speaker_1: Are you gonna email me some way I can receive it back?

Speaker speaker_0: Um, I know that we don't do reimbursements. You're always welcome to contact your staffing agency, but I know we don't do reimbursements.

Speaker speaker_1: Well, I got you. Okay.

Speaker speaker_0: But I went ahead-

Speaker speaker_1: Well, uh-

Speaker speaker_0: ... and canceled that coverage, okay?

Speaker speaker_1: All right.

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

Speaker speaker_1: Sure thing. Bye, girl. You doing the same?