

Transcript: Estefania

Acevedo-4879880453668864-5265583347908608

Full Transcript

Thank you for calling Benefits in the Card. My name is Stephanie. How can I assist you? Yes, I was trying to cancel, um, my dental, vision and medical. Okay. How can I help? What staff and agency do you work for? I work smart. And what are the last four of your social? 9420. Okay. For security purposes, can you verify your address and date of birth? 125 ... Avenue, Spartanburg, South Carolina 29302. And my birthday is July 21st, 2006. Okay. I have 864-753-3396. That was your phone number? Yes. Okay. And then, um, I have your first name, last name, 300 at gmail.com. Is that up to date? Yes. All right. And then you said you wanted to cancel your coverage, correct? Yes, ma'am. Okay. I do have to let you know that it does take, um, seven to ten business days for any cancellations to process. So, due to that, there is a possibility that you may experience one deduction or two, um, still after the cancellation. All right. That's fine. Okay. But I went ahead and canceled that coverage for you. All right. Thank you so much. Thank you. Have a nice day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, I was trying to cancel, um, my dental, vision and medical.

Speaker speaker_0: Okay.

Speaker speaker_1: How can I help?

Speaker speaker_0: What staff and agency do you work for?

Speaker speaker_1: I work smart.

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

Speaker speaker_1: 9420.

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

Speaker speaker_1: 125 ... Avenue, Spartanburg, South Carolina 29302. And my birthday is July 21st, 2006.

Speaker speaker_0: Okay. I have 864-753-3396. That was your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then, um, I have your first name, last name, 300 at gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And then you said you wanted to cancel your coverage, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I do have to let you know that it does take, um, seven to ten business days for any cancellations to process. So, due to that, there is a possibility that you may experience one deduction or two, um, still after the cancellation.

Speaker speaker_1: All right. That's fine.

Speaker speaker_0: Okay. But I went ahead and canceled that coverage for you.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_1: You too. Bye-bye.