

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? Uh, yes, ma'am. I needed to cancel the insurance. Okay. Um, what staff and agency do you work for? Serge. And what are the last four of your social? Three, six, seven, three. And your first and last name so that I'm on the correct file? Uh-huh. John Scarberry. Okay. All right. For security purposes, do you mind verifying the address that I have on file, as well as your date of birth? Okay. 122 Dissell Avenue, Mansfield, Ohio 44902. And my birthdate is 8-1-74. Okay. 567-438-2415 is your phone number? Yes. Scarberryjohnno7@gmail.com? Yes. Okay. And then I do have to inform you, though, that cancellations do take seven to 10 days to process. Ah. So due to that, there is a possibility that you may experience one or two deductions after the cancellation. Yeah. But it shouldn't be- Yeah. ... more than two. Okay? Yes, ma'am. I understand. And then I went ahead and canceled your coverage. Um, did you have any questions for me? No, ma'am. All right. Well, that, that's been done. I hope you have a great day. Thank you for your time. Awesome. Thank you, ma'am. Have a good day. Thank you. Uh-huh. Bye-bye.

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: Uh, yes, ma'am. I needed to cancel the insurance.

Speaker speaker_0: Okay. Um, what staff and agency do you work for?

Speaker speaker_1: Serge.

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

Speaker speaker_1: Three, six, seven, three.

Speaker speaker_0: And your first and last name so that I'm on the correct file?

Speaker speaker_1: Uh-huh. John Scarberry.

Speaker speaker_0: Okay. All right. For security purposes, do you mind verifying the address that I have on file, as well as your date of birth?

Speaker speaker_1: Okay. 122 Dissell Avenue, Mansfield, Ohio 44902. And my birthdate is 8-1-74.

Speaker speaker_0: Okay. 567-438-2415 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Scarberryjohn7@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then I do have to inform you, though, that cancellations do take seven to 10 days to process.

Speaker speaker_1: Ah.

Speaker speaker_0: So due to that, there is a possibility that you may experience one or two deductions after the cancellation.

Speaker speaker_1: Yeah.

Speaker speaker_0: But it shouldn't be-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... more than two. Okay?

Speaker speaker_1: Yes, ma'am. I understand.

Speaker speaker_0: And then I went ahead and canceled your coverage. Um, did you have any questions for me?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Well, that, that's been done. I hope you have a great day. Thank you for your time.

Speaker speaker_1: Awesome. Thank you, ma'am. Have a good day.

Speaker speaker_0: Thank you.

Speaker speaker_1: Uh-huh. Bye-bye.