

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes. My name is George Luke, and I'm calling to, uh, cancel my ... my... Okay. Um, what's the staffing agency that you're with? Uh, MAU Augusta, Georgia. MAU. Hello? Yes. Can I have your social? I'm sorry. The last four- Um, what is the- ... six five nine nine? Yes, sir. Six five nine nine. Okay, thank you, and your first and last name, please. George Luke. For security purposes, I do need you to verify your full address, as well as your date of birth. Uh, I, I moved from my previous address. My, my, my address now is 601 Fairhope Street, Augusta, Georgia, 30901. Um, do you remember the previous address that you had on file? Yeah. Uh-huh. I do need the one on file. Yes, ma'am. 1908 Battle Road, Augusta, Georgia, 30901. Okay, thank you, and then what's your date of birth? 5/9/63. Is your phone number still the 706-834-8393? Yes, ma'am. Yes, ma'am. Yes, ma'am. Okay. Yes, ma'am. And then, due to the fact that the call's been recorded, you stated that you wanted to cancel your entire coverage or only certain plans? Yes, ma'am, every- yes, ma'am, everything, everything. Yes, ma'am. Okay. I do want to let you know that it does take seven to 10 business days for the cancellations to process, so there is a possibility- Okay. ... that you may experience one or two deductions still, but it shouldn't be more than two. Hm, okay. Um- Okay, then. I... I- ... but I'm gonna go ahead and cancel your coverage, okay? Yes, ma'am. Okay. Thank you. All right. Uh... oh, give me one second- All right. ... actually. Give me one second. Sorry, my computer's being really slow. Okay. Okay, your c- your coverage has been canceled. Okay, thank you. Yes, ma'am. You're welcome. All right. Have a nice day, sir. All right.

Conversation Format

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

Speaker speaker_1: Hello.

Speaker speaker_2: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes. My name is George Luke, and I'm calling to, uh, cancel my ... my...

Speaker speaker_2: Okay. Um, what's the staffing agency that you're with?

Speaker speaker_1: Uh, MAU Augusta, Georgia. MAU.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes.

Speaker speaker_2: Can I have your social? I'm sorry.

Speaker speaker_1: The last four-

Speaker speaker_2: Um, what is the-

Speaker speaker_1: ... six five nine nine?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Six five nine nine.

Speaker speaker_2: Okay, thank you, and your first and last name, please.

Speaker speaker_1: George Luke.

Speaker speaker_2: For security purposes, I do need you to verify your full address, as well as your date of birth.

Speaker speaker_1: Uh, I, I moved from my previous address. My, my, my address now is 601 Fairhope Street, Augusta, Georgia, 30901.

Speaker speaker_2: Um, do you remember the previous address that you had on file?

Speaker speaker_1: Yeah. Uh-huh.

Speaker speaker_2: I do need the one on file.

Speaker speaker_1: Yes, ma'am. 1908 Battle Road, Augusta, Georgia, 30901.

Speaker speaker_2: Okay, thank you, and then what's your date of birth?

Speaker speaker_1: 5/9/63.

Speaker speaker_2: Is your phone number still the 706-834-8393?

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

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: And then, due to the fact that the call's been recorded, you stated that you wanted to cancel your entire coverage or only certain plans?

Speaker speaker_1: Yes, ma'am, every- yes, ma'am, everything, everything. Yes, ma'am.

Speaker speaker_2: Okay. I do want to let you know that it does take seven to 10 business days for the cancellations to process, so there is a possibility-

Speaker speaker_1: Okay.

Speaker speaker_2: ... that you may experience one or two deductions still, but it shouldn't be more than two.

Speaker speaker_1: Hm, okay.

Speaker speaker_2: Um-

Speaker speaker_1: Okay, then. I... I-

Speaker speaker_2: ... but I'm gonna go ahead and cancel your coverage, okay?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you.

Speaker speaker_2: All right. Uh... oh, give me one second-

Speaker speaker_1: All right.

Speaker speaker_2: ... actually. Give me one second . Sorry, my computer's being really slow .

Speaker speaker_1: Okay.

Speaker speaker_2: Okay, your c- your coverage has been canceled.

Speaker speaker_1: Okay, thank you. Yes, ma'am.

Speaker speaker_2: You're welcome.

Speaker speaker_1: All right.

Speaker speaker_2: Have a nice day, sir.

Speaker speaker_1: All right.