

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Card. My name is Stephanie. How can I assist you? This is Javari Moore. Hey, how can I help you? I had applied for some insurance but I wanted to cancel it because I already have some. Okay. What staffing agency do you work for? What did you say, ma'am? What staffing agency are you with? What staffing agency am I with? Huh? What staffing agency am I with? Yeah, I'm sorry, what's that? Hamilton-Richer. Okay, thank you. And then, what are the last four of your Social? 4977. Moore? Ma'am? Javari Moore? Is it Javari Moore? Yes, ma'am. Um, for security purposes, could you please verify your address as well as your date of birth? 2745 William Moore Road, 01/24/2005. And then can you give me that state and city? You said state and city, Mississippi, Tupelo, Mississippi. Okay. And then, um, what was your date of birth again? 01/24/2005. Okay. And then is your phone number still the 662-523-1732? Yes, ma'am. Then I have your first name, last name, 660 at gmail.com. Is that still up to date? Yes, ma'am. Okay. Okay. So, you haven't been enrolled in yet, so there was nothing for me to cancel, so I went ahead and declined the pending enrollment that you were going to have. Um, but y- so you won't be enrolled into anything anymore. Okay. Thank you so much. You're welcome. Um, do you have any questions, though? No, ma'am. You have a blessed day. Thank you. You too. Have a nice day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in the Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: This is Javari Moore.

Speaker speaker_1: Hey, how can I help you?

Speaker speaker_2: I had applied for some insurance but I wanted to cancel it because I already have some.

Speaker speaker_1: Okay. What staffing agency do you work for?

Speaker speaker_2: What did you say, ma'am?

Speaker speaker_1: What staffing agency are you with?

Speaker speaker_2: What staffing agency am I with?

Speaker speaker_1: Huh?

Speaker speaker_2: What staffing agency am I with?

Speaker speaker_1: Yeah, I'm sorry, what's that?

Speaker speaker_2: Hamilton-Richer.

Speaker speaker_1: Okay, thank you. And then, what are the last four of your Social?

Speaker speaker_2: 4977.

Speaker speaker_1: Moore?

Speaker speaker_2: Ma'am?

Speaker speaker_1: Javari Moore? Is it Javari Moore?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Um, for security purposes, could you please verify your address as well as your date of birth?

Speaker speaker_2: 2745 William Moore Road, 01/24/2005.

Speaker speaker_1: And then can you give me that state and city?

Speaker speaker_2: You said state and city, Mississippi, Tupelo, Mississippi.

Speaker speaker_1: Okay. And then, um, what was your date of birth again?

Speaker speaker_2: 01/24/2005.

Speaker speaker_1: Okay. And then is your phone number still the 662-523-1732?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Then I have your first name, last name, 660 at gmail.com. Is that still up to date?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Okay. So, you haven't been enrolled in yet, so there was nothing for me to cancel, so I went ahead and declined the pending enrollment that you were going to have. Um, but y- so you won't be enrolled into anything anymore.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. Um, do you have any questions, though?

Speaker speaker_2: No, ma'am. You have a blessed day.

Speaker speaker_1: Thank you. You too. Have a nice day.