

Transcript: Estefania

Acevedo-5265067410669568-5725289371615232

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for contacting Benefits on a Card. My name is Stephanie. How can I assist you? Yeah, good afternoon. I'm calling because I would like to cancel that card that I have that they take \$15.16 from me, because I, I have my own insurance. Okay, yeah, I can help you with that. Um, what's the name of the staffing agency that you work for, as well as what are the last four of your Social? Uh, Surge Staffing. Okay, and then the last four, please? 5641. Thank you. Just to make sure that I'm on the correct file, could you verify your first and last name for me? Mary Aldine. Thank you. As... And for security purpos- purposes, could you confirm your full address as well as your date of birth? 717626 Forest Glen Way Lithia Springs, Georgia 30122. My birthday is May 11th, '66. May 21, '66. Thank you. And then your phone number, is it still 718-207-0640? Yes. Okay. And then I have N-O-U-C-H-I-E17@yahoo.com. Is that still up-to-date? Yes. Okay. And then just for purposes that the call's being recorded, you stated that you wanted to cancel your coverage for the NEC TeleRx through Surge Staffing. Is that correct? Yes. Okay. It takes seven to 10 days for the cancellations to process, so there may, there may be a chance that you may experience one or two deductions still, um, but I'm going to go ahead and cancel your coverage, okay? Okay, thank you. You're welcome. Did you have any more questions for me? No, that's it. Okay. Mm-hmm. Thank you for calling. I hope you have a good day. Awesome. Okay, bye-bye.

Conversation Format

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

Speaker speaker_1: Yeah, good afternoon. I'm calling because I would like to cancel that card that I have that they take \$15.16 from me, because I, I have my own insurance.

Speaker speaker_0: Okay, yeah, I can help you with that. Um, what's the name of the staffing agency that you work for, as well as what are the last four of your Social?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: Okay, and then the last four, please?

Speaker speaker_1: 5641.

Speaker speaker_0: Thank you. Just to make sure that I'm on the correct file, could you verify your first and last name for me?

Speaker speaker_1: Mary Aldine.

Speaker speaker_0: Thank you. As... And for security purpos- purposes, could you confirm your full address as well as your date of birth?

Speaker speaker_1: 717626 Forest Glen Way Lithia Springs, Georgia 30122. My birthday is May 11th, '66. May 21, '66.

Speaker speaker_0: Thank you. And then your phone number, is it still 718-207-0640?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then I have N-O-U-C-H-I-E17@yahoo.com. Is that still up-to-date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then just for purposes that the call's being recorded, you stated that you wanted to cancel your coverage for the NEC TeleRx through Surge Staffing. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. It takes seven to 10 days for the cancellations to process, so there may, there may be a chance that you may experience one or two deductions still, um, but I'm going to go ahead and cancel your coverage, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Did you have any more questions for me?

Speaker speaker_1: No, that's it.

Speaker speaker_0: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Thank you for calling. I hope you have a good day.

Speaker speaker_1: Awesome. Okay, bye-bye.