

Transcript: Estefania

Acevedo-5452040335966208-6128775717109760

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, good afternoon, Stephanie. My name is Darrell. I was calling because I wanted to actually cancel the coverage. Okay. What staffing agency are you with? Uh, Third Staffing in Calumet City, Illinois. And then I just need the last four of your Social. 3993. For security purposes, can you verify your address and date of birth? Mm-hmm. 2018 Park West Boulevard, Griffith, Indiana, 46319 and, uh, April 6th, 1998. 706-800-213-2213. Yes, that's the one. Gotcha. Yeah. And then, you said you wanted to cancel the coverage? Yes, ma'am. Okay. I did have to let you know that it does take seven to 10 business days for any cancellation to process. So, due to that, there is a possibility that after the cancellation, you still may see one deduction or possibly even two. Um, if you do see- Okay. ... if you do see two however, it shouldn't be more than that. Only one or two. Okay. All right. That's fine. Uh, yeah, it's about... You saying about, like, two weeks maybe, or...? Yeah, it could be only one, but if you do experience two, that's not out of the ordinary. Okay. Um, but if you see two, it wouldn't be more than that. All right. Uh-huh. Yeah. Could you tell me how much the, uh, deduction actually was? I haven't seen it. I haven't seen the actual deduction. Yeah. It's, it's \$15.16. Okay. Okay. Yeah. Well, yeah, if you could do that, that'd be perfect, and that, that's all I needed for today. Okay. Yeah, it's canceled. Perfect. Thank you again, Stephanie. You welcome. Have a nice day. All right. You too.

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: Hey, good afternoon, Stephanie. My name is Darrell. I was calling because I wanted to actually cancel the coverage.

Speaker speaker_0: Okay. What staffing agency are you with?

Speaker speaker_1: Uh, Third Staffing in Calumet City, Illinois.

Speaker speaker_0: And then I just need the last four of your Social.

Speaker speaker_1: 3993.

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

Speaker speaker_1: Mm-hmm. 2018 Park West Boulevard, Griffith, Indiana, 46319 and, uh, April 6th, 1998.

Speaker speaker_0: 706-800-213-2213.

Speaker speaker_1: Yes, that's the one.

Speaker speaker_0: Gotcha.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then, you said you wanted to cancel the coverage?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I did have to let you know that it does take seven to 10 business days for any cancellation to process. So, due to that, there is a possibility that after the cancellation, you still may see one deduction or possibly even two. Um, if you do see-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if you do see two however, it shouldn't be more than that. Only one or two.

Speaker speaker_1: Okay. All right. That's fine. Uh, yeah, it's about... You saying about, like, two weeks maybe, or...?

Speaker speaker_0: Yeah, it could be only one, but if you do experience two, that's not out of the ordinary.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but if you see two, it wouldn't be more than that.

Speaker speaker_1: All right.

Speaker speaker_0: Uh-huh. Yeah.

Speaker speaker_1: Could you tell me how much the, uh, deduction actually was? I haven't seen it. I haven't seen the actual deduction.

Speaker speaker_0: Yeah. It's, it's \$15.16.

Speaker speaker_1: Okay. Okay. Yeah. Well, yeah, if you could do that, that'd be perfect, and that, that's all I needed for today.

Speaker speaker_0: Okay. Yeah, it's canceled.

Speaker speaker_1: Perfect. Thank you again, Stephanie.

Speaker speaker_0: You welcome. Have a nice day.

Speaker speaker_1: All right. You too.