

Transcript: Estefania

Acevedo-5765433876332544-6288383390040064

Full Transcript

"Your call may be monitored or recorded for quality assurance purposes." Hey, good afternoon. I'm calling from Benefits in a Card. You called to decline your cover- to verify that your coverage was declined, um, and it looks like the call dropped. Yeah, it did drop. I w- I was just trying to call you back. And then, can you please verify that address? You, you said 11... 1154 Lang Street. Okay. And my date of, and my date of birth is August 8th, 1987. Thank you. And then what was that city and state? Gary, Indiana. Thank you. Is 219-292-3882 your phone number? Uh, no, it's 219-455-7888. Okay. And then I just double checked, and you did indeed decline coverage. It looks like you declined it yesterday. Yes, yes. Mm-hmm. Yeah, so you did it correct. Oh, okay, I was just making sure. She told me to give you a call to make sure because if not, they'll, they'll take some stuff out automatically and I didn't want that. Yes, correct, yeah. But you did it, you did it the right way, so you're good. All right. All right, well, you have a wonderful day, then. Thanks. Thank you. You too. Have a nice day. All right.

Conversation Format

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

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits in a Card. You called to decline your cover- to verify that your coverage was declined, um, and it looks like the call dropped.

Speaker speaker_2: Yeah, it did drop. I w- I was just trying to call you back.

Speaker speaker_1: And then, can you please verify that address? You, you said 11...

Speaker speaker_2: 1154 Lang Street.

Speaker speaker_1: Okay.

Speaker speaker_2: And my date of, and my date of birth is August 8th, 1987.

Speaker speaker_1: Thank you. And then what was that city and state?

Speaker speaker_2: Gary, Indiana.

Speaker speaker_1: Thank you. Is 219-292-3882 your phone number?

Speaker speaker_2: Uh, no, it's 219-455-7888.

Speaker speaker_1: Okay. And then I just double checked, and you did indeed decline coverage. It looks like you declined it yesterday.

Speaker speaker_2: Yes, yes.

Speaker speaker_1: Mm-hmm. Yeah, so you did it correct.

Speaker speaker_2: Oh, okay, I was just making sure. She told me to give you a call to make sure because if not, they'll, they'll take some stuff out automatically and I didn't want that.

Speaker speaker_1: Yes, correct, yeah. But you did it, you did it the right way, so you're good.

Speaker speaker_2: All right. All right, well, you have a wonderful day, then. Thanks.

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

Speaker speaker_2: All right.