

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits 10-0 Cards. My name is Stephanie. How can I assist you? Yes, ma'am. This is James Kelly. Hey, I had called a few, uh, a couple of days ago, a few days ago. Um, m- my birthday was wrong in the computer and, but that's all been fixed now. Um, I'm actually calling to, uh, see if you can just cancel my insurance policy. If you guys- Okay. Yes. Yes, sir. Um, what staffing agency are you with? HK Staffing. And what are the last four of your social? 9530. For security purposes, can you verify your address and date of birth? 380 Halls Mill Road, Shelbyville, Tennessee 31760. Date of birth 10-07-74. I have 260-330-1073 as your phone number? Yes. And mkelly27483 at gmail.com is valid today? Yes. And did you want to cancel both of your plans or just one? Both of them. I, I don't think it's gonna be as cheap as I thought it would be, so. Okay. Actually, I know it's not, so. Gotcha. Um, I just wanna- My, my first choice would be to get with one of those RX, good RX cards than it is with my insurance. Gotcha. Um, and I was gonna let you know that cancellations do take seven to ten business days to process. So due to that, there is a possibility that you may experience one or two deductions after the cancellation. If you do see two, it shouldn't be more than two. Yeah, that's fine. All right. But it's canceled. Alrighty. Thank you. Have a nice day. Thank you. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0 Cards. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, ma'am. This is James Kelly. Hey, I had called a few, uh, a couple of days ago, a few days ago. Um, m- my birthday was wrong in the computer and, but that's all been fixed now. Um, I'm actually calling to, uh, see if you can just cancel my insurance policy. If you guys-

Speaker speaker_0: Okay. Yes. Yes, sir. Um, what staffing agency are you with?

Speaker speaker_1: HK Staffing.

Speaker speaker_0: And what are the last four of your social?

Speaker speaker_1: 9530.

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

Speaker speaker_1: 380 Halls Mill Road, Shelbyville, Tennessee 31760. Date of birth 10-07-74.

Speaker speaker_0: I have 260-330-1073 as your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And mkelly27483 at gmail.com is valid today?

Speaker speaker_1: Yes.

Speaker speaker_0: And did you want to cancel both of your plans or just one?

Speaker speaker_1: Both of them. I, I don't think it's gonna be as cheap as I thought it would be, so.

Speaker speaker_0: Okay.

Speaker speaker_1: Actually, I know it's not, so.

Speaker speaker_0: Gotcha. Um, I just wanna-

Speaker speaker_1: My, my first choice would be to get with one of those RX, good RX cards than it is with my insurance.

Speaker speaker_0: Gotcha. Um, and I was gonna let you know that can- cancellations do take seven to ten business days to process. So due to that, there is a possibility that you may experience one or two deductions after the cancellation. If you do see two, it shouldn't be more than two.

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: All right. But it's canceled.

Speaker speaker_1: Alrighty.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_1: Thank you. You too.