

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, yes, I was, um, calling to cancel my health insurance. Yes, ma'am. Um, what staff and agency do you work for? Um, MAU. And then what are the last four of your social? 7035. For security purposes, could you please verify your address and date of birth? Mm. I don't remember that. If you don't remember, you could always- I don't remember my address. If you don't remember, you can always verify your school social. That's another- Okay. 250- Mm-hmm. ... -87-70... 35. Okay. Thank you. I had 50 Glenwood Road, Apartment 1370. Okay. Yes. That's... Okay. And then is- Yes. That's right. ... is your, um, phone number still the 864-849703? Yes, it is. I have your first name, last name, 543 at yahoo.com. Is that up to date? Yes. Okay. All right. Did you want to cancel, um, both plans? Yes. Both. Or just one? Okay. Both of them. Okay. Um, I do want to let you know that it do- it does take seven to ten business days for cancellations- Okay. ... to process. So due to that- Okay. ... you may experience one or two deductions, but it shouldn't pass two. Um, but I went ahead- Okay. ... and canceled your coverage. Okay. Thank you. You're welcome. Have a nice day. All right. You too. Bye-bye.

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: Um, yes, I was, um, calling to cancel my health insurance.

Speaker speaker_0: Yes, ma'am. Um, what staff and agency do you work for?

Speaker speaker_1: Um, MAU.

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

Speaker speaker_1: 7035.

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

Speaker speaker_1: Mm. I don't remember that.

Speaker speaker_0: If you don't remember, you could always-

Speaker speaker_1: I don't remember my address.

Speaker speaker_0: If you don't remember, you can always verify your school social. That's another-

Speaker speaker_1: Okay. 250-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... -87-70... 35.

Speaker speaker_0: Okay. Thank you. I had 50 Glenwood Road, Apartment 1370.

Speaker speaker_1: Okay. Yes. That's... Okay.

Speaker speaker_0: And then is-

Speaker speaker_1: Yes. That's right.

Speaker speaker_0: ... is your, um, phone number still the 864-849703?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: I have your first name, last name, 543 at yahoo.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. Did you want to cancel, um, both plans?

Speaker speaker_1: Yes. Both.

Speaker speaker_0: Or just one? Okay.

Speaker speaker_1: Both of them.

Speaker speaker_0: Okay. Um, I do want to let you know that it do- it does take seven to ten business days for cancellations-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to process. So due to that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you may experience one or two deductions, but it shouldn't pass two. Um, but I went ahead-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and canceled your coverage.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: All right. You too. Bye-bye.