

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Tiffany. How can I assist you? Yeah, I would like to cancel my plan. Okay, yeah, I can help you with that. Um, which staffing agency are you currently with? I don't know. I used start working with Allegiant and the date that, so I put it on their file so I don't really well know which one it is. Oh. Um, so I would need the name of your agency 'cause we're the healthcare administrators for a lot of different agencies. Oh, okay, yeah. It's, it's Allegiant. It's, it's, it's Allegiant Agency. Allegiant? Okay, thank you. Give me one second. Okay. And then what are the last four of your Social? 4730. I'm sorry, you said 4873? No. 4730. Oh, okay. Thank you. And then your first and last name, please. Felix Colon-Hernandez. Thank you. And then could you please verify your full address as well as your date of birth for me? M- my address? Yes. Your address and your date of birth. Okay. Ah. Hmm. Yeah, two address. Hold on one sec. The other one? Uh, that might be a problem. If you don't remember it, you could always provide y- your full Social. But I even need the- Oh. Um- I can, I can g- give you my full Social. That's be better. Okay. What is it? 596- Mm-hmm. ... 38 4730. Thank you. And then I have, I had 1002 N Street, Arkansas. Do you want me to change that or leave it how it is? Uh, yeah, leave it how it is 'cause I'm gonna cancel my plan, so I don't really need to come back. Gotcha. Probably. Okay. And then I have your phone number 782... Sorry, 787-225-0034? Yeah, that's my phone number. And I have your first name, last name, hernandez@gmail.com. Is that still up-to-date? Yeah. It's up-to-date. And then did you want to cancel all the plans, like your entire coverage or did you just wanna cancel one specific item? Uh, well, the... I don't know if it's... Um, yeah, my whole coverage. Everything. Oh, okay. Um, before I make the cancellation, I would like to advise you that it usually takes 7 to 10 days for any cancellations to process. So you still may experience one or two deductions, okay? But I'ma go ahead and cancel your coverage. All right. All right. Did you have any more questions for me? No, that be all. All right. Well, thank you for calling. I hope you have a great day. Same. Have a good weekend, love. Thank you. You too.

Conversation Format

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

Speaker speaker_1: Yeah, I would like to cancel my plan.

Speaker speaker_0: Okay, yeah, I can help you with that. Um, which staffing agency are you currently with?

Speaker speaker_1: I don't know. I used start working with Allegiant and the date that, so I put it on their file so I don't really well know which one it is.

Speaker speaker_0: Oh. Um, so I would need the name of your agency 'cause we're the healthcare administrators for a lot of different agencies.

Speaker speaker_1: Oh, okay, yeah. It's, it's Allegiant. It's, it's, it's Allegiant Agency.

Speaker speaker_0: Allegiant? Okay, thank you. Give me one second. Okay. And then what are the last four of your Social?

Speaker speaker_1: 4730.

Speaker speaker_0: I'm sorry, you said 4873?

Speaker speaker_1: No. 4730.

Speaker speaker_0: Oh, okay. Thank you. And then your first and last name, please.

Speaker speaker_1: Felix Colon-Hernandez.

Speaker speaker_0: Thank you. And then could you please verify your full address as well as your date of birth for me?

Speaker speaker_1: M- my address?

Speaker speaker_0: Yes. Your address and your date of birth.

Speaker speaker_1: Okay. Ah. Hmm. Yeah, two address. Hold on one sec. The other one? Uh, that might be a problem.

Speaker speaker_0: If you don't remember it, you could always provide y- your full Social. But I even need the-

Speaker speaker_1: Oh.

Speaker speaker_0: Um-

Speaker speaker_1: I can, I can g- give you my full Social. That's be better.

Speaker speaker_0: Okay. What is it?

Speaker speaker_1: 596-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 38 4730.

Speaker speaker_0: Thank you. And then I have, I had 1002 N Street, Arkansas. Do you want me to change that or leave it how it is?

Speaker speaker_1: Uh, yeah, leave it how it is 'cause I'm gonna cancel my plan, so I don't really need to come back.

Speaker speaker_0: Gotcha.

Speaker speaker_1: Probably.

Speaker speaker_0: Okay. And then I have your phone number 782... Sorry, 787-225-0034?

Speaker speaker_1: Yeah, that's my phone number.

Speaker speaker_0: And I have your first name, last name, hernandez@gmail.com. Is that still up-to-date?

Speaker speaker_1: Yeah. It's up-to-date.

Speaker speaker_0: And then did you want to cancel all the plans, like your entire coverage or did you just wanna cancel one specific item?

Speaker speaker_1: Uh, well, the... I don't know if it's... Um, yeah, my whole coverage. Everything.

Speaker speaker_0: Oh, okay. Um, before I make the cancellation, I would like to advise you that it usually takes 7 to 10 days for any cancellations to process. So you still may experience one or two deductions, okay? But I'ma go ahead and cancel your coverage.

Speaker speaker_1: All right.

Speaker speaker_0: All right. Did you have any more questions for me?

Speaker speaker_1: No, that be all.

Speaker speaker_0: All right. Well, thank you for calling. I hope you have a great day.

Speaker speaker_1: Same. Have a good weekend, love.

Speaker speaker_0: Thank you. You too.