

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 Stephanie. How can I assist you? Hi. Um, good morning. I would like to cancel, um, the insurance I have. Okay, yeah, I can help you with that. Um, what is the name of the agency that you're with? Uh, Surge. Okay, and then what are the last four of your social? Um, 2304. Thank you. And could I please get your first and last name? Alexia Franco. Okay, thank you, Miss Franco. Um, could you please verify your full address as well as your date of birth for me, for security purposes? Um, 9942 Bunker Hill Drive, and date of birth, 07-15-98. Okay, and then what state and city was that? Uh, St. Louis, Missouri. Okay, is 636-487-7659 your full phone number? I'm sorry, what was it? Um, 636-487-7659? No, I've actually changed that now. Okay. Is it the 314-379-3809? Yes, yes. Okay, and then I have alexia.francoguti34@gmail.com. Is that still up-to-date? Um, can I change that? Yes, ma'am. Okay, it would be, um, double A, so it'd be aafuset@icloud.com. Okay, thank you. All right, and then you said you wanted to cancel your coverage for the MEC tele-RS plan? Okay. Um, I did like to advise it... to you that any cancellations takes seven to 10 days to process, so you may still- Oh. ... experience one or two deductions, okay? But it shouldn't pass the two. Okay. And I went ahead and canceled your coverage. Um, did you have any questions for me? Um, no, that would be it. All right, thank you for calling. I hope you have a great day. Thank you, you too. Goodbye. Bye.

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 Stephanie. How can I assist you?

Speaker speaker_1: Hi. Um, good morning. I would like to cancel, um, the insurance I have.

Speaker speaker_0: Okay, yeah, I can help you with that. Um, what is the name of the agency that you're with?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: Okay, and then what are the last four of your social?

Speaker speaker_1: Um, 2304.

Speaker speaker_0: Thank you. And could I please get your first and last name?

Speaker speaker_1: Alexia Franco.

Speaker speaker_0: Okay, thank you, Miss Franco. Um, could you please verify your full address as well as your date of birth for me, for security purposes?

Speaker speaker_1: Um, 9942 Bunker Hill Drive, and date of birth, 07-15-98.

Speaker speaker_0: Okay, and then what state and city was that?

Speaker speaker_1: Uh, St. Louis, Missouri.

Speaker speaker_0: Okay, is 636-487-7659 your full phone number?

Speaker speaker_1: I'm sorry, what was it?

Speaker speaker_0: Um, 636-487-7659?

Speaker speaker_1: No, I've actually changed that now.

Speaker speaker_0: Okay. Is it the 314-379-3809?

Speaker speaker_1: Yes, yes.

Speaker speaker_0: Okay, and then I have alexia.francoguti34@gmail.com. Is that still up-to-date?

Speaker speaker_1: Um, can I change that?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, it would be, um, double A, so it'd be aafuset@icloud.com.

Speaker speaker_0: Okay, thank you. All right, and then you said you wanted to cancel your coverage for the MEC tele-RS plan? Okay. Um, I did like to advise it... to you that any cancellations takes seven to 10 days to process, so you may still-

Speaker speaker_1: Oh.

Speaker speaker_0: ... experience one or two deductions, okay? But it shouldn't pass the two.

Speaker speaker_1: Okay.

Speaker speaker_0: And I went ahead and canceled your coverage. Um, did you have any questions for me?

Speaker speaker_1: Um, no, that would be it.

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

Speaker speaker_1: Thank you, you too. Goodbye.

Speaker speaker_0: Bye.