

Transcript: Estefania

Acevedo-6106489211895808-5597977767624704

Full Transcript

Thank you for calling Benefits ... My name is Stephanie. How can I assist you? Yes, uh, yes, I would like to, um, cancel my insurance. Okay, you wanna cancel it? Um, what staffing agency are you with? Site Staffing. And could you please provide the last four numbers of your Social? 6073. For security purposes, do you mind verifying the address that I have as well as the date of birth? Yes, it's, um, 29... I'm sorry, 1720 South 29th Street- Mm-hmm. ... Milwaukee, Wisconsin, 53215, Apartment 316. And what else? Um- Um, your date of birth. 2/13/1972. Okay, 414-356-2092 is your phone number? Yes. And then you said that you wanted to cancel your dental coverage? The dental and the medical coverage, all of it. So you only- you only had dental. Um, but I can go ahead and cancel that. I only had dental? Yes. Hmm. Okay. But, um- And how- Mm-hmm, Mm-hmm. Yes, yeah, you can cancel that. Yes. And then I was gonna let you know that it does take seven to ten days for any cancellations to process. So due to that, there is a possibility that after the cancellation, you may experience one or two deductions. Um, it could be only one, but there is a possibility that it may be two. So I just have to let you know. Okay. Okay. Okay. But it's been canceled. Um, did you have any questions for me? Uh, no. No. No? Okay. Well, I hope you have a great day. That has been done. Uh, ... thank you. You're welcome. Have a nice day. All right. You too.

Conversation Format

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

Speaker speaker_1: Yes, uh, yes, I would like to, um, cancel my insurance.

Speaker speaker_0: Okay, you wanna cancel it? Um, what staffing agency are you with?

Speaker speaker_1: Site Staffing.

Speaker speaker_0: And could you please provide the last four numbers of your Social?

Speaker speaker_1: 6073.

Speaker speaker_0: For security purposes, do you mind verifying the address that I have as well as the date of birth?

Speaker speaker_1: Yes, it's, um, 29... I'm sorry, 1720 South 29th Street-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... Milwaukee, Wisconsin, 53215, Apartment 316. And what else? Um-

Speaker speaker_0: Um, your date of birth.

Speaker speaker_1: 2/13/1972.

Speaker speaker_0: Okay, 414-356-2092 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And then you said that you wanted to cancel your dental coverage?

Speaker speaker_1: The dental and the medical coverage, all of it.

Speaker speaker_0: So you only- you only had dental. Um, but I can go ahead and cancel that.

Speaker speaker_1: I only had dental?

Speaker speaker_0: Yes.

Speaker speaker_1: Hmm. Okay.

Speaker speaker_0: But, um-

Speaker speaker_1: And how-

Speaker speaker_0: Mm-hmm, Mm-hmm.

Speaker speaker_1: Yes, yeah, you can cancel that. Yes.

Speaker speaker_0: And then I was gonna let you know that it does take seven to ten days for any cancellations to process. So due to that, there is a possibility that after the cancellation, you may experience one or two deductions. Um, it could be only one, but there is a possibility that it may be two. So I just have to let you know.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Okay. But it's been canceled. Um, did you have any questions for me?

Speaker speaker_1: Uh, no. No.

Speaker speaker_0: No? Okay. Well, I hope you have a great day. That has been done.

Speaker speaker_1: Uh, ... thank you.

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

Speaker speaker_1: All right. You too.