Transcript: Estefania Acevedo-6199568694198272-6310085265932288

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. How are you? Good. Thank you. How about you? I'm good. Um, so I received a, a card not like a week ago, um, but I do have insurance, uh, with my dad, so I'm not needing the insurance from Ac- uh, from American StaffCorp. I was wondering if I could, uh, cancel it by any chance. Yes, ma'am. I can help you. Um, what staffing agency are you with? Uh, the American StaffCorp. Okay. And then w-what are the last four numbers of your Social? Oh. Uh, let me get my papers. No, you're fine. Go ahead. All right. It's gonna be 8152. Thank you, and for security purposes, I will need you to verify your full address as well as your date of birth. Alrighty then. My address is gonna be 1426 Southwest 35th. And then date of birth is gonna be March 2nd, 2004. And then what city and state? Oklahoma City, OK. Okay, thank you. And then is your phone number still the 405-421-7829? Yes. Then I have your first name, last name, 02 at gmail.com as your email file. Is that still up to date? Yes. Okay. Um, before I did the cancellation, I did like to advise to you that cancellations take seven to ten days to process. Um, so most likely, you'll still experience one or two deductions. Okay? But it's not passing no more than two. Alrighty then. And then I went ahead and canceled your coverage. Um, did you have any more questions for me? Uh, no. That'll be all. It's just I got this card and I was like, "Oh, I already have insurance," and then for it to be taken out of the pay check. Yes. Yes, ma'am. No, you're fine. All right. Well, thank you for your time. Thank you for calling Benefits in a Card. Bye then. Have a nice day. 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 Stephanie. How can I assist you?

Speaker speaker_1: Hi. How are you?

Speaker speaker_0: Good. Thank you. How about you?

Speaker speaker_1: I'm good. Um, so I received a, a card not like a week ago, um, but I do have insurance, uh, with my dad, so I'm not needing the insurance from Ac- uh, from American StaffCorp. I was wondering if I could, uh, cancel it by any chance.

Speaker speaker_0: Yes, ma'am. I can help you. Um, what staffing agency are you with?

Speaker speaker_1: Uh, the American StaffCorp.

Speaker speaker_0: Okay. And then w-what are the last four numbers of your Social?

Speaker speaker_1: Oh. Uh, let me get my papers.

Speaker speaker_0: No, you're fine. Go ahead.

Speaker speaker_1: All right. It's gonna be 8152.

Speaker speaker_0: Thank you, and for security purposes, I will need you to verify your full address as well as your date of birth.

Speaker speaker_1: Alrighty then. My address is gonna be 1426 Southwest 35th. And then date of birth is gonna be March 2nd, 2004.

Speaker speaker_0: And then what city and state?

Speaker speaker_1: Oklahoma City, OK.

Speaker speaker_0: Okay, thank you. And then is your phone number still the 405-421-7829?

Speaker speaker_1: Yes.

Speaker speaker_0: Then I have your first name, last name, 02 at gmail.com as your email file. Is that still up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, before I did the cancellation, I did like to advise to you that cancellations take seven to ten days to process. Um, so most likely, you'll still experience one or two deductions. Okay? But it's not passing no more than two.

Speaker speaker_1: Alrighty then.

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

Speaker speaker_1: Uh, no. That'll be all. It's just I got this card and I was like, "Oh, I already have insurance," and then for it to be taken out of the pay check.

Speaker speaker_0: Yes. Yes, ma'am. No, you're fine. All right. Well, thank you for your time. Thank you for calling Benefits in a Card.

Speaker speaker_1: Bye then. Have a nice day.

Speaker speaker_0: Thank you. You too.