Transcript: Estefania Acevedo-6348107709595648-4655873700315136

Full Transcript

Thank you for calling Benefits 10-0 Card. My name is Stephanie. How can I assist you? Um, this is Chanel Spies, and I got the insurance card from Surge, and I was wondering if I can opt out of that because I already got insurance through Anthem. Okay. Um, did you say you already received the card? Yes. Oh, okay. So, if you received it, that means you're active already, so I can go ahead and cancel it. Yeah. Thank you. Okay. Um, well, I just need the last four of your Social. Uh, 4563. And what's your first and last name? Chanel Spiers. And you said 45-63 or 53? 63. Okay. Mm, I still don't see you in the system. Um, they might have not enrolled you yet. Let me see. Let me make sure. Um, could you please provide me your full Social? Yes. Um, it's 29306 4563. Did you say 29306 4563? Yeah. Okay, thank you. All right, I found you. Okay, can you please verify your address and date of birth for me? Yes, that's, um... Wait. Remember the number of the address, it's, that's 250 East Hubert Avenue. Uh, um, and my birthday is January 20, 2002. And then can you please provide the city and the state? Yeah. Uh, uh, Lancaster, Ohio. And then it has 740-243-3475 as your phone number? Yes. And then I have your first name, last name, 54 at gmail.com? Yes. And you said you wanted to cancel the coverage? Yes. Okay. Um, I went ahead and canceled it. I do have to advise to you that it does take seven to 10 business days for the cancellations to process. So, due to that, there is a possibility that you may experience one or two deductions after the cancellation. If you do experience two deductions, it shouldn't be more than that. Okay, thank you. You're welcome. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0 Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, this is Chanel Spies, and I got the insurance card from Surge, and I was wondering if I can opt out of that because I already got insurance through Anthem.

Speaker speaker_0: Okay. Um, did you say you already received the card?

Speaker speaker_1: Yes.

Speaker speaker_0: Oh, okay. So, if you received it, that means you're active already, so I can go ahead and cancel it.

Speaker speaker_1: Yeah. Thank you.

Speaker speaker_0: Okay. Um, well, I just need the last four of your Social.

Speaker speaker_1: Uh, 4563.

Speaker speaker_0: And what's your first and last name?

Speaker speaker_1: Chanel Spiers.

Speaker speaker_0: And you said 45-63 or 53?

Speaker speaker_1: 63.

Speaker speaker_0: Okay. Mm, I still don't see you in the system. Um, they might have not enrolled you yet. Let me see. Let me make sure. Um, could you please provide me your full Social?

Speaker speaker_1: Yes. Um, it's 29306 4563.

Speaker speaker_0: Did you say 29306 4563?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, thank you. All right, I found you. Okay, can you please verify your address and date of birth for me?

Speaker speaker_1: Yes, that's, um...

Speaker speaker_0: Wait.

Speaker speaker_1: Remember the number of the address, it's, that's 250 East Hubert Avenue. Uh, um, and my birthday is January 20, 2002.

Speaker speaker_0: And then can you please provide the city and the state?

Speaker speaker_1: Yeah. Uh, uh, Lancaster, Ohio.

Speaker speaker_0: And then it has 740-243-3475 as your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have your first name, last name, 54 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And you said you wanted to cancel the coverage?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, I went ahead and canceled it. I do have to advise to you that it does take seven to 10 business days for the cancellations to process. So, due to that, there is a possibility that you may experience one or two deductions after the cancellation. If you do experience two deductions, it shouldn't be more than that.

Speaker speaker_1: Okay, thank you.

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

Speaker speaker_1: You too.