

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, yes, ma'am. So I work for Work Source and I have insurance through you guys, and I'm wanting to cancel it. Okay. You said Work Source? Yes. And then what is the last four of your social? Uh, five two five nine. Your first and last name, please? Kandice, K-A-N-D-I-C-E. Lawson, L-A-W-S-O-N. For security purposes, can you verify address and date of birth? Um, 3611 Pleasant Street in Ozark, Arkansas and 1-8-of-'89. I have 879-615-0107 as your phone number. Uh, it's 615- Okay, thank you. Mm-hmm. And then I have kandi, with a K, _lawson@yelp.com? Yes, ma'am. That's- K-A-N-D-I? Okay, thank you. And then you said you wanted to cancel your coverage? Yes, please. Did you want to cancel everything, or certain things? Uh, just, uh, all of it. All of it, okay. I do have to let you know that it does take seven to 10 business days for cancellations to process. So due to that, there is a possibility that after the cancellation, you may experience one or two deductions. If you do see two, it shouldn't be more than two. Okay. All right. Well, I hope you have a great weekend. Thank you for your time. All right. Thank you.

Conversation Format

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

Speaker speaker_1: Um, yes, ma'am. So I work for Work Source and I have insurance through you guys, and I'm wanting to cancel it.

Speaker speaker_0: Okay. You said Work Source?

Speaker speaker_1: Yes.

Speaker speaker_0: And then what is the last four of your social?

Speaker speaker_1: Uh, five two five nine.

Speaker speaker_0: Your first and last name, please?

Speaker speaker_1: Kandice, K-A-N-D-I-C-E. Lawson, L-A-W-S-O-N.

Speaker speaker_0: For security purposes, can you verify address and date of birth?

Speaker speaker_1: Um, 3611 Pleasant Street in Ozark, Arkansas and 1-8-of-'89.

Speaker speaker_0: I have 879-615-0107 as your phone number.

Speaker speaker_1: Uh, it's 615-

Speaker speaker_0: Okay, thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then I have kandi, with a K, _lawson@yelp.com?

Speaker speaker_1: Yes, ma'am. That's-

Speaker speaker_0: K-A-N-D-I? Okay, thank you. And then you said you wanted to cancel your coverage?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Did you want to cancel everything, or certain things?

Speaker speaker_1: Uh, just, uh, all of it.

Speaker speaker_0: All of it, okay. I do have to let you know that it does take seven to 10 business days for cancellations to process. So due to that, there is a possibility that after the cancellation, you may experience one or two deductions. If you do see two, it shouldn't be more than two.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, I hope you have a great weekend. Thank you for your time.

Speaker speaker_1: All right. Thank you.