

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 Car. My name is Stephanie. How can I assist you? Hey, Stephanie. This is Thomas Williamson. Um, I was calling to cancel my insurance. Okay. Um, what staff and agency do you work for? Uh, Priority Personnel. And then what are the last four of your social? 5315. And what's your first and last name? Thomas Williamson. You said Partners Personnel? Priority Personnel. Okay, give me one second. Does it go by a different name? Is that the staff and agency you applied with? Yes, ma'am. It's Priority Personnel. Okay. Yeah. Or you can just look up Priority. Okay. It's 'cause some agencies go by different names. That's why I was asking. Um, we don't have that name down. Are you sure it goes by that name? Oh, wait, wait, wait, never mind. Priority? Yeah. That what you're saying? Okay. Yes, ma'am. All right, thank you. And then for security purposes, I would need you to verify your date of birth and your address, please. Uh, 7/24/93, 190 Robin's Nest Lane, Kyle, Texas 78600. Is the phone number 803-848- Yep. It's 803-844-8489. Mm-hmm. Then I have your first initial, last name, 8822@gmail.com? Yes, ma'am. And then did you want to cancel your entire coverage or just specific plans? Uh, the entire coverage. Okay. Um, I do need you to... need to advise you that it takes seven to 10 days for the cancellations to process. So you may still experience one or two deductions, but it shouldn't pass two. Okay. Okay? Did you have any more questions for me? No, ma'am. All right. Well, thank you for calling. I hope you have a great day. 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 Car. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, Stephanie. This is Thomas Williamson. Um, I was calling to cancel my insurance.

Speaker speaker_0: Okay. Um, what staff and agency do you work for?

Speaker speaker_1: Uh, Priority Personnel.

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

Speaker speaker_1: 5315.

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

Speaker speaker_1: Thomas Williamson.

Speaker speaker_0: You said Partners Personnel?

Speaker speaker_1: Priority Personnel.

Speaker speaker_0: Okay, give me one second. Does it go by a different name? Is that the staff and agency you applied with?

Speaker speaker_1: Yes, ma'am. It's Priority Personnel.

Speaker speaker_0: Okay. Yeah.

Speaker speaker_1: Or you can just look up Priority.

Speaker speaker_0: Okay. It's 'cause some agencies go by different names. That's why I was asking. Um, we don't have that name down. Are you sure it goes by that name? Oh, wait, wait, wait, never mind. Priority?

Speaker speaker_1: Yeah.

Speaker speaker_0: That what you're saying? Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, thank you. And then for security purposes, I would need you to verify your date of birth and your address, please.

Speaker speaker_1: Uh, 7/24/93, 190 Robin's Nest Lane, Kyle, Texas 78600.

Speaker speaker_0: Is the phone number 803-848-

Speaker speaker_1: Yep. It's 803-844-8489.

Speaker speaker_0: Mm-hmm. Then I have your first initial, last name, 8822@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then did you want to cancel your entire coverage or just specific plans?

Speaker speaker_1: Uh, the entire coverage.

Speaker speaker_0: Okay. Um, I do need you to... need to advise you that it takes seven to 10 days for the cancellations to process. So you may still experience one or two deductions, but it shouldn't pass two.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? Did you have any more questions for me?

Speaker speaker_1: No, ma'am.

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

Speaker speaker_1: You too.