

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca at Benefits on the Card. How can I assist you today? Yes, my name is Michael Jackson and, uh, I'm employee with, uh, Service Staffing and I was calling to opt out of the, the insurance 'cause I already have insurance of my own. Okay. Understood. What are the last three of the social? Three, three, three, one. And you say you were with Service Staffing, correct? Correct. Could you repeat your last name one more time? Jackson. Michael Jackson? Yes. All right. And for security purposes, could you verify your mailing address and date of birth for me please? Uh, 5252 Boulder Crest Road, Ellenwood, Georgia 30294. Date of birth, 12-8-70. All right. And it looks like we might have an old address that's different than the one that you provided. Uh, yes, when I was with, um, um, um, of America, they was using that address. I, I wasn't there that, that long anyway. All right. Do you remember what that address was? Uh, no, I don't. Okay. And so in order to verify the account in order to process that declination and cancellation, I would need you to either verify the full address on file or your full social. My full social is 252-19-3331. All right. So you want me to update the address so that next time you don't have to provide the full social? Yes. Right. Could you go ahead and repeat that new address for me one more time? 5252 Boulder Crest Road, Ellenwood, Georgia 30294. Thank you very much. And this is a home, correct? There is no unit or apartment number? No. All right. And then I have the best phone number to reach you down as 260-600-9511. No, that number has been changed. All right. Would you like me to update it for you? Yes. Go ahead. 260-702-6795. All right. And then lastly, I have your email down as just michael318@gmail.com. Yes. All right. And for the purpose of this copy being recorded, you stated you would like to cancel current coverage with Service Staffing? Yes. All right. So you are all set. Just keep in mind that cancellations take seven to 10 business days to process through. So you might experience one to two more deductions while it's being completed. Okay. All right. Was there anything else that we can assist you with today? Uh, no. That'll be all. Thank you. Thank you. I hope you have a wonderful rest of your day. Thank you for calling Benefits on the Card today.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. My name is Francesca at Benefits on the Card. How can I assist you today?

Speaker speaker_2: Yes, my name is Michael Jackson and, uh, I'm employee with, uh, Service Staffing and I was calling to opt out of the, the insurance 'cause I already have insurance of my own.

Speaker speaker_1: Okay. Understood. What are the last three of the social?

Speaker speaker_2: Three, three, three, one.

Speaker speaker_1: And you say you were with Service Staffing, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Could you repeat your last name one more time?

Speaker speaker_2: Jackson.

Speaker speaker_1: Michael Jackson?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And for security purposes, could you verify your mailing address and date of birth for me please?

Speaker speaker_2: Uh, 5252 Boulder Crest Road, Ellenwood, Georgia 30294. Date of birth, 12-8-70.

Speaker speaker_1: All right. And it looks like we might have an old address that's different than the one that you provided.

Speaker speaker_2: Uh, yes, when I was with, um, um, um, of America, they was using that address. I, I wasn't there that, that long anyway.

Speaker speaker_1: All right. Do you remember what that address was?

Speaker speaker_2: Uh, no, I don't.

Speaker speaker_1: Okay. And so in order to verify the account in order to process that declination and cancellation, I would need you to either verify the full address on file or your full social.

Speaker speaker_2: My full social is 252-19-3331.

Speaker speaker_1: All right. So you want me to update the address so that next time you don't have to provide the full social?

Speaker speaker_2: Yes.

Speaker speaker_1: Right. Could you go ahead and repeat that new address for me one more time?

Speaker speaker_2: 5252 Boulder Crest Road, Ellenwood, Georgia 30294.

Speaker speaker_1: Thank you very much. And this is a home, correct? There is no unit or apartment number?

Speaker speaker_2: No.

Speaker speaker_1: All right. And then I have the best phone number to reach you down as 260-600-9511.

Speaker speaker_2: No, that number has been changed.

Speaker speaker_1: All right. Would you like me to update it for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Go ahead.

Speaker speaker_2: 260-702-6795.

Speaker speaker_1: All right. And then lastly, I have your email down as just michael318@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And for the purpose of this copy being recorded, you stated you would like to cancel current coverage with Service Staffing?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So you are all set. Just keep in mind that cancellations take seven to 10 business days to process through. So you might experience one to two more deductions while it's being completed.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Was there anything else that we can assist you with today?

Speaker speaker_2: Uh, no. That'll be all. Thank you.

Speaker speaker_1: Thank you. I hope you have a wonderful rest of your day. Thank you for calling Benefits on the Card today.