

Transcript: Justin

Mills-4597345141342208-4517091025043456

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card, this is Justin. How can I help you today? Hey, Justin. I was, um... I was gonna cover, um, uh, cancel my coverage, and I didn't know if I should be calling you or I should go through Terra Staffing to do it. Okay, so Terra Staffing, what's the last four of your social, so I can pull your file for you? Sure, it's, uh, 2617. Mm-hmm. And your first and last name? LaShonda Brown. And for security purposes, can you verify the home address, including city, state and zip code, Ms. Brown? Sure, it's, uh, 2305 South Plum Street, Unit 411, Seattle, Washington 98144. And your date of birth? March 17, 1975. And a good telephone number have is 206-591-9282. That's correct. And the email I have is shondab0317@gmail? Yes. Okay, and just to confirm, you wanted to cancel the coverage, correct? Correct. Okay, so I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through, so it is possible for you to experience one or two more final payroll reductions, but after that, you should be officially canceled. Okay, Ms. Brown? Sounds good. Thank you. You're welcome. You have a great day, okay? You too. All right, bye. All right, bye. Buh-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center Card, this is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. I was, um... I was gonna cover, um, uh, cancel my coverage, and I didn't know if I should be calling you or I should go through Terra Staffing to do it.

Speaker speaker_1: Okay, so Terra Staffing, what's the last four of your social, so I can pull your file for you?

Speaker speaker_2: Sure, it's, uh, 2617.

Speaker speaker_1: Mm-hmm. And your first and last name?

Speaker speaker_2: LaShonda Brown.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Ms. Brown?

Speaker speaker_2: Sure, it's, uh, 2305 South Plum Street, Unit 411, Seattle, Washington 98144.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: March 17, 1975.

Speaker speaker_1: And a good telephone number have is 206-591-9282.

Speaker speaker_2: That's correct.

Speaker speaker_1: And the email I have is shondab0317@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, and just to confirm, you wanted to cancel the coverage, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, so I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through, so it is possible for you to experience one or two more final payroll reductions, but after that, you should be officially canceled. Okay, Ms. Brown?

Speaker speaker_2: Sounds good. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too. All right, bye.

Speaker speaker_1: All right, bye. Buh-bye.