

Transcript: Justin

Mills-4706492989489152-5899846330793984

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. I'm calling because I had signed up for insurance, um, through my job, but now I want to opt out of it. Okay. What's the staffing agency you work for? Um, Surge Staffing. And the last four of your Social? Seven, five, nine, six. And what was your first and last name? Kelsey Taylor. Taylor. And for security purposes, could you verify your home address, including city, state and zip code, Kelsey? Um, it's 3176 Cabin Road, Riva, Virginia 22735. And confirm your date of birth? Uh, 9/15/97. And a good telephone number have as 540-423-4615. Yes. And the email has kTaylor_97@Yahoo.com? Yes. Okay, so looking at the file, it looks like you were in a pending request sent for enrollment. However, I'll go ahead and cancel that for you. Um, but I do want to let you know, since it was a pending request sent for enrollment, there will be one deduction that does come off. But after that, you will be officially canceled. Okay? All right. Awesome. Well, is there anything else I could assist you with today? N- no. Awesome. Well, thank you for calling Benefits and Card. And I hope you have a wonderful day, okay? Y- you too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. I'm calling because I had signed up for insurance, um, through my job, but now I want to opt out of it.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Um, Surge Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Seven, five, nine, six.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Kelsey Taylor.

Speaker speaker_0: Taylor. And for security purposes, could you verify your home address, including city, state and zip code, Kelsey?

Speaker speaker_1: Um, it's 3176 Cabin Road, Riva, Virginia 22735.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: Uh, 9/15/97.

Speaker speaker_0: And a good telephone number have as 540-423-4615.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email has kTaylor_97@Yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so looking at the file, it looks like you were in a pending request sent for enrollment. However, I'll go ahead and cancel that for you. Um, but I do want to let you know, since it was a pending request sent for enrollment, there will be one deduction that does come off. But after that, you will be officially canceled. Okay?

Speaker speaker_1: All right.

Speaker speaker_0: Awesome. Well, is there anything else I could assist you with today?

Speaker speaker_1: N- no.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and Card. And I hope you have a wonderful day, okay?

Speaker speaker_1: Y- you too.

Speaker speaker_0: Thank you. Bye-bye.