

Transcript: Justin

Mills-4852875194744832-5205814736273408

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Okay. Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Yes, uh, my name is Rita Kitchens, and, um, I need to cancel my insurance there. Okay, uh- Well, what- ... what's happened? Who do you work for? Um, I work for ATC Healthcare. And the last four of your Social? 0394. Oh, 0000. And for security- Oh. ... purposes, could you- Go ahead. ... verify the home address, including city, state and zip code, Ms. Kitchens? All right, it's 216 Overland Way, Gray, Georgia, 31032. And confirm your date of birth? June 14th, 1956. And then a good telephone number have is 478-284-3516? Yes, sir. That's it. And the email I have is ritajkitchens@gmail? Yes, sir. Okay. And just to confirm, you wanted to cancel the coverage, correct? Excuse me, sir. Yes, sir, please. Okay, so let's see here. So I'll go ahead and cancel the coverage for you. However, I do- Mm-hmm. ... want to let you know cancellations do take one to two weeks to go through. So it is possible for- Okay. ... you to experience one or two more final payroll deductions. But after that, you should be officially canceled. Okay, Rita? All right, thank you sir. And you have a blessed day and merry Christmas. You do the same. Merry Christmas to you too. Mm-hmm. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker_1: Yes, uh, my name is Rita Kitchens, and, um, I need to cancel my insurance there.

Speaker speaker_2: Okay, uh-

Speaker speaker_1: Well, what-

Speaker speaker_2: ... what's happened? Who do you work for?

Speaker speaker_1: Um, I work for ATC Healthcare.

Speaker speaker_2: And the last four of your Social?

Speaker speaker_1: 0394. Oh, 0000.

Speaker speaker_2: And for security-

Speaker speaker_1: Oh.

Speaker speaker_2: ... purposes, could you-

Speaker speaker_1: Go ahead.

Speaker speaker_2: ... verify the home address, including city, state and zip code, Ms. Kitchens?

Speaker speaker_1: All right, it's 216 Overland Way, Gray, Georgia, 31032.

Speaker speaker_2: And confirm your date of birth?

Speaker speaker_1: June 14th, 1956.

Speaker speaker_2: And then a good telephone number have is 478-284-3516?

Speaker speaker_1: Yes, sir. That's it.

Speaker speaker_2: And the email I have is ritajkitchens@gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. And just to confirm, you wanted to cancel the coverage, correct?

Speaker speaker_1: Excuse me, sir. Yes, sir, please.

Speaker speaker_2: Okay, so let's see here. So I'll go ahead and cancel the coverage for you. However, I do-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... want to let you know cancellations do take one to two weeks to go through. So it is possible for-

Speaker speaker_1: Okay.

Speaker speaker_2: ... you to experience one or two more final payroll deductions. But after that, you should be officially canceled. Okay, Rita?

Speaker speaker_1: All right, thank you sir. And you have a blessed day and merry Christmas.

Speaker speaker_2: You do the same. Merry Christmas to you too.

Speaker speaker_1: Mm-hmm. Bye-bye.

Speaker speaker_2: Bye-bye.